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TELECOMUNICAZIONI

Certificato n. 9110.ESTI
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EUROPA GSM

USER'S MANUAL

Installation and use

CE

Thank you for choosing an Esse-ti product

This product has been especially designed for easy operation. It has been manufactured with perfect workmanship using suitable materials for long-lasting performance.
All Esse-ti products are subjected to extensive reliability and operational testing in our laboratories in order to provide total guarantee for the user.

The User shall be responsible for defects arising from the use of the product. Esse-ti shall only be responsible for defects according to and within the limitations set by the Presidential Decree dated 24/05/1988 no. 224 (fulfilling the EEC directive no. 85/374 on the harmonisation of statutory and administrative regulations of the Member States on the liability for damages arising from defective products under art. 15 of Law no. 183 of 16 April 1987).

Esse-ti reserves the right to modify the characteristics of the products at any time without prior notice.

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EDITING CRITERIA

This paragraph describes the editing criteria followed in this manual, together with their meaning for easier user's reference. The following table shows the printing styles on the left and their meaning on the right column.

Example	Meaning
CHAPTER TITLE	Style used for the title of chapters. A new chapter begins on a new page.
PRIMARY TITLE	Style used for the title of large sections in a chapter, such as the main titles of the chapter.
Secondary Title	Style used for the title of a specific paragraph in the primary title.
Tertiary Title	Style used for additional sections in a specific paragraph
Example	Style used for examples.
Note	Style used for explicatory notes: pay attention!
Warning	Style used to indicate possible risks for individuals and properties: caution!
Normal text	Style used for normal text.
➢ Operation to be carried out	Style used to indicate the sequence of operations that must be carried out for programming or service implementation.

Apart from these styles, this manual also includes illustrative images and symbols used to represent the operations to be carried out in a schematic way:

Symbol	Meaning
0, 1, 2, 3, 4, 5, 6, 7, 8, 9, #, *, R.	Press the key that corresponds to the symbol on the telephone keypad.
X	Indicates a telephone key: this symbol is used in programming to indicate the entries made by the operator.
	Lift the handset from the Administrator extension (or activate the handsfree mode). Programming must be enabled.
	Lift the handset from the Administrator extension (or activate the handsfree mode).
	Lift the handset (or activate the handsfree mode) to engage the line.
	Hang up (or deactivate the handsfree mode) to clear the line.
A | B	The vertical bar indicates that the possible entry values are ‘A’ or ‘B’.
A [B]	The square brackets indicate optional code parts that can be omitted.

GENERAL INSTRUCTIONS FOR THE INSTALLER

GENERAL NOTES

Carefully read the notes contained in this section as they provide important information on the correct safe installation, use and maintenance of the product.

- The product must be EXCLUSIVELY used for the purpose it was designed for. Esse-ti shall not be responsible for damages arising from improper use.
- The product has been designed in compliance with the regulations in force and must be installed in system that comply with the provisions of law.
- Before connecting the product to the electric mains, make sure that the line voltage corresponds to the value indicated on the product label.
- Always disconnect the product from the power supply mains before carrying out any operation either inside or outside the product (cleaning, maintenance, etc.).
- A protective cut-out switch must be installed upstream in order to interrupt power supply in case of fault.
- Always refer to an authorised assistance centre for repair.
- Install the product in a well-ventilated place, making sure not to obstruct the ventilation slots.
- Beware of symbols showing lightening with arrow inside a triangle since they indicate the presence of dangerous voltage.
- Beware of symbols showing an exclamation mark inside a triangle since they indicate potentially dangerous or even lethal situations that require utmost attention.
- Do not use the product in association with other electric or electronic devices that were not especially designed to be used with it.
- Do not install the product in potentially explosive environments.
- Make sure that the product has been installed as required.
- Do not introduce objects, liquids or powders inside the product. Do not use sprays inside the product.
- Do not open the product case since it does not contain any user-serviceable parts. If necessary, contact an authorised assistance centre.
- In case of gas leaks in the environment do not use the telephone to make an emergency call.

- When replacing the batteries, arrange for suitable disposal with similar waste.
- Packing components (such as plastic bags, foam polystyrene, etc.) must be kept out of the reach of children because potentially dangerous.

MAKING THE INSTALLATION

Internal telephone installations must be carried out by specialised personnel.

The installation and connection of telephone terminals to the telecommunications network that do not comply with the regulations in force is not permitted.

WARNINGS

The main causes of interference on telephone lines and power supply mains (that may result in malfunctioning or damages to the product) are:

- accidental contacts with lines with higher voltage (short circuit)
- electromagnetic association with other conductors located nearby
- sudden load variations, especially for power supply lines (electric motors, etc.)
- temporary interference caused by weather conditions (lightening)

Protections for telephones lines must be inserted not only on external, but also on extension lines outside the building or lines connected to devices that are powered from the mains (i.e. fax, modem, answering machine, cordless telephone, etc.).

The protection for power supply lines must be connected to the input of the product power line.

The earth terminal of the protections must be connected to a working earth system to ensure the correct operation of the devices.

DESCRIPTION

Europa GSM is a system particularly suitable for home and small office use.
Provided with an external line and a GSM line, it can be connected to a maximum of 6 phones (system, BCA o DECT telephones).
Europa GSM is characterised by the following features and functionalities:

- 5 default configurations for a rapid startup
- 3 user profiles (PRESENT, ABSENT, RELAX)
- Alarm dialler
- Ambient listening via system phones or handsfree terminal
- Remote relay activation to control multiple devices (lights, boiler, irrigation system, shutters, etc.)
- Timer function for programmed activation of the various devices
- Programmable sequences (operation cycles, programmable waiting periods between one operation and the other)
- Vocal notification of the operations carried out, or notification via SMS
- Caller identification display on all the phones provided with "view" function, and name display on the predisposed phones
- ACD (Automatic Call Distributor)
- LCR (Least Cost Routing)
- DISA service with customisable messages
- Customisable automatic courtesy responder
- Advanced automatic operator (10 page menu)
- Voicemail
- Automatic FAX recognition over external line
- External call forwarding
- Doorphone call forwarding (with optional doorphone board)
- 100-entry phonebook
- Buffer (80 calls)
- System clock
- Optional doorphone board to allow connection to traditional doorphones (4+1)
  - . 2 ringer inputs
  - . 1 speech input
- 5 programmable relays
- 4 configurable digital inputs

- Tamper switch
- Connection for external amplifier
- Connection for external music source
- GSM antenna with extension
- Batteries for emergency operation
- Local programming via USB port
- Remote programming via remote programmer device or via SMS

Default configurations

The default configuration includes a series of programmings that define the basic operation of the system.

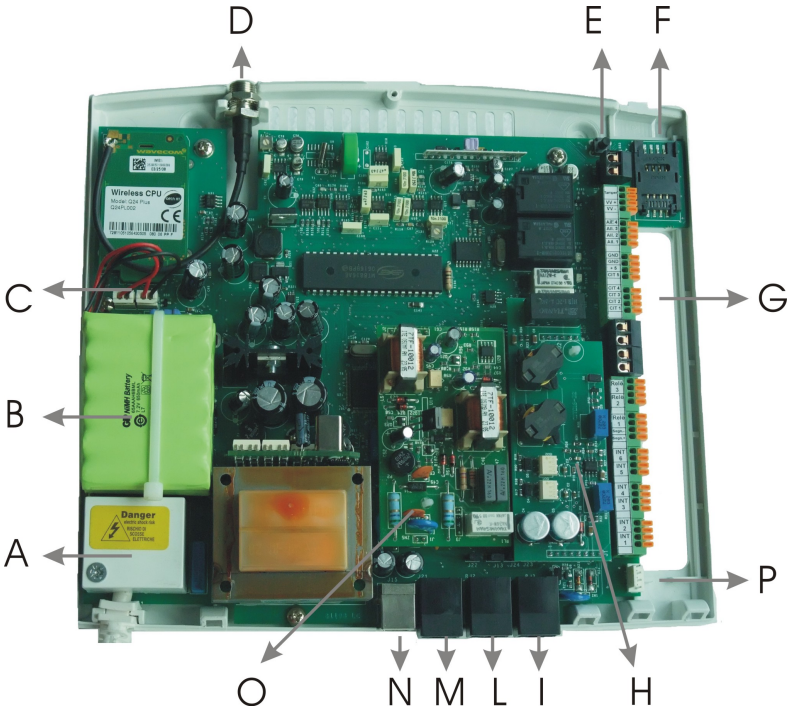
During installation, it is possible to recall the chosen configuration with a single code, thus preparing the whole system to operate.

User Profiles

These profiles identify the Europa GSM behaviour according to the user's needs:

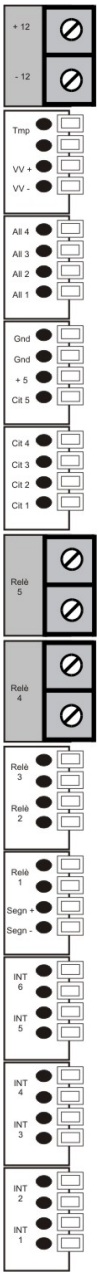
- PRESENT: the user is at home/in the office;
- ABSENT: the user is not at home/in the office;
- RELAX: the user is in a different situation.

Hardware description



A	230V~ power supply terminals
B	NiMH 7.2 V rechargeable batteries
C	Battery connectors
D	Antenna/antenna extension connector
E	Tamper switch
F	SIM card slot with front panel
G	Terminal board
H	Optionale doorphone board for connecting traditional doorphones
I	RJ45/RJ11 connectors for connecting extension 42
L	RJ45/RJ11 connectors for connecting extension 41
M	RJ45/RJ11 connectors for connecting to external
N	USB connector for connecting to pc
O	Analogue external line board
P	Connector for the external music source A50

Terminal board



+ 12: External battery

- 12: External battery

Tmp: Tamper switch

VV +: Handsfree output

VV -: Common handsfree

All 4: Alarm 4 input

All 3: Alarm 3 input

All 2: Alarm 2 input

All 1: Alarm 1 input

Gnd: Not used

Gnd: Not used

+ 5: Reference for alarm inputs

Cit 5: Ringer 2

Cit 4: Ringer 1

Cit 3: Common terminal

Cit 2: Speech output

Cit 1: Speech input

Relè 5: contact relay 5

Relè 4: contact relay 4

Relè 3: contact relay 3

Relè 2: contact relay 2

Relè 1: contact relay 1

Segn +: Signals +

Segn -: Signals -

INT 6: extention 6 connection

INT 5: extention 5 connection

INT 4: extention 4 connection

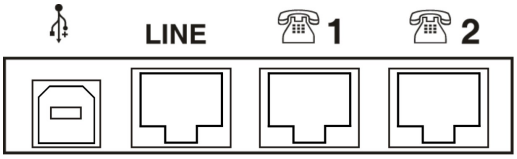
INT 3: extention 3 connection

INT 2: extention 2 connection

INT 1: extention 1 connection

Connectors

In its lower part, Europa GSM has 4 connectors:



	USB connector for connecting to pc
LINE	RJ45/RJ11 connector for connecting to external telephone line
1	RJ45/RJ11 connector for connecting extension 41
2	RJ45/RJ11 connector for connecting extension 42

LEDs

Europa GSM has 4 LEDs which are visible from outside the cabinet and 1 LED located near the SIM card slot.

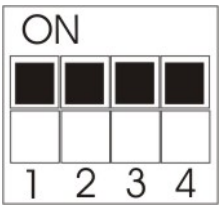
⚠	Electric mains power supply
	GSM signal intensity
	Device status
	User profile

LED	Status
Electric mains power supply	Off: mains present
	On: mains absent
	Flash: programming mode

LED	Status
GSM signal intensity	Off: no signal
	1 flash: low signal
	2 flashes: medium signal
	3 flashes: high signal
Device status	Flash: regular operation
User profiles	Off: PRESENT profile
	On: ABSENT profile
	Flash: RELAX profile
SIM card	Flash: SIM card registered
	On: SIM card not registered

DIP switch

Under the analogue external line board there is a DIP switch with 4 switches. The correct position of the switches is shown in the figure below:



INSTALLATION

The following connections must be provided:

- connection to a 230 Vac power supply socket
- connection to external telephone networks, if needed
- connection of BCA telephones
- connection of ST 600 Personal Phone system telephones
- connection of doorphone, if any
- connection of actuator relays, if any
- connection of digital inputs, if any.

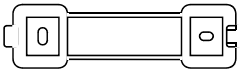
Recommendations

WARNING
Europa GSM must be installed in a place with a sufficient radio signal in order to use the GSM system.

- Do not install Europa GSM near other electronic or magnetic devices, since they could be affected by RF interferences coming from the device.
- Do not lay the telephone cables near the 230 Vac mains.
- We recommend connecting the telephones to Europa GSM using a twisted pair cable. Use multipair cables only when absolutely inevitable (and, in any case, never more than 20 m long).

Operations to perform

- Drill two 5 mm diametre holes on the wall, 6 cm apart and screw the bracket.



- Place Europa GSM on the bracket and make it slide
- Loosen the right lateral part of the lid and rotate it downwards.

- Open the other side of the lid by acting on the screw on top, and rotate the lid downwards.
- Connect the backup batteries to their special connectors.
- Place the main part of the lid back on and tighten the screw.

Connecting the external line

- Connect, if present, the external telephone line to the RJ45/RJ11 connector located in the lower part of Europa GSM (LINE in the figure at page 16).

Connecting internal telephones

It is possible to connect the 41 and 42 extensions to the terminal board or to their respective connectors located in the lower part of Europa GSM (**1** and **2** in the figure at page 16).

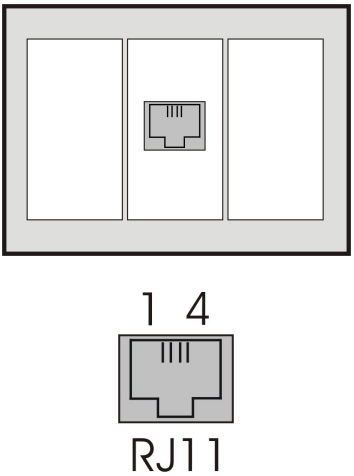
Extensions from 43 to 46 need to be connected to the terminal board.

Connecting ST 600 Personal Phone system telephones

Up to 6 system telephones can be connected to Europa GSM.

ST 600 telephones allow knowing the status of the external lines and the extensions, making the use easier. Moreover, they are interfaceable with the PC.

When preparing the connection of ST 600 Personal Phone system telephones, RJ11 sockets must be provided, and wiring must be made with a 2-pair cable.



RJ11 6/4 plug	ST 600
Pin 1	Segn. -
Pin 2	Numbered terminal
Pin 3	
Pin 4	Segn. +

When the extension is connected to the Europa GSM terminal board, the first pair must be connected to the terminal marked with the number of the extension to be connected; the second pair must be connected to the "Segn. +/" terminals, paying attention on the polarity.

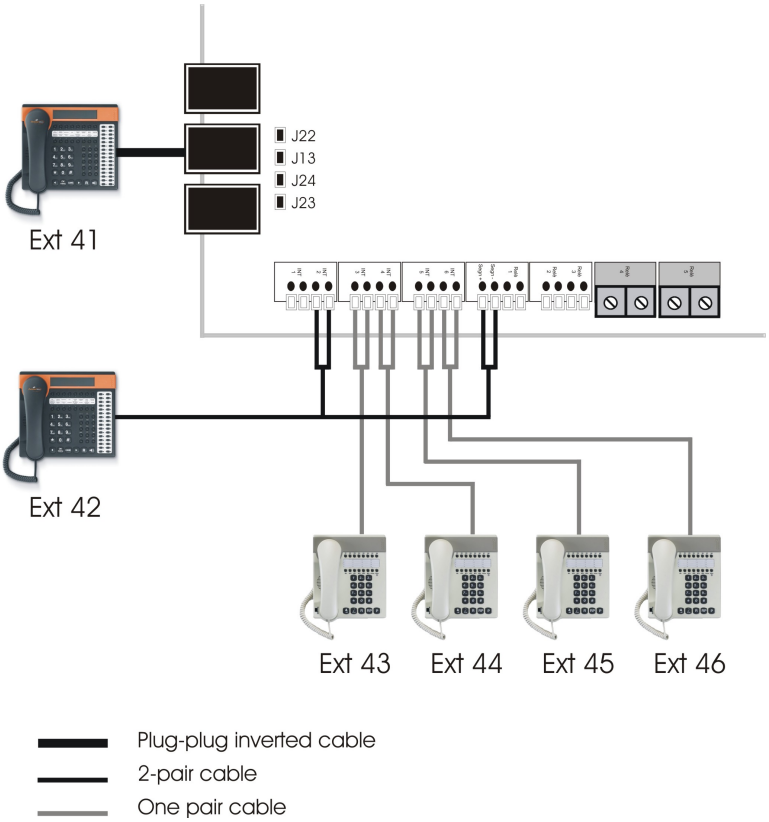
If, on the other hand, the extension is connected to one of the RJ45/RJ11 connectors located in the lower part of Europa GSM, use the plug-plug inverted cable provided with the telephone.

Connecting BCA telephones

When connecting BCA telephones, it is sufficient to provide for the passage of the cable to one pair.

When the extension is connected to one of the RJ45/RJ11 connectors located in the lower part of Europa GSM (☎ **1** and ☎ **2** in the figure at page 16), the J22 – J13 and J24 – J23 jumpers must be removed (see figure below).

Connection example



- Connect the telephones.

Insert SIM card

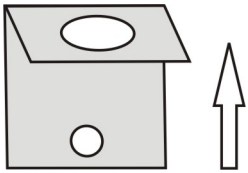
Before inserting the SIM card, make sure to be electrostatically discharged to prevent any damage to the device. Please use all the necessary precautions to avoid electrostatic discharges. Insert the SIM card only when Europa GSM is switched off.

- Push the front panel of the SIM card downwards (until it unlocks) and lift it up.
- Slide the SIM card in its slot located on the front panel.
- Lower the front panel and push it upwards until it's locked.

WARNING
The SIM card PIN must be DISABLED. If the SIM card PIN is enabled, it must be disabled using a cell phone.

Installing the antenna

Europa GSM is provided with an antenna extension (1.5 m) and its relative fixing bracket.



- Fix the bracket to the wall in an area with sufficient GSM field.
- Connect the female connector of the antenna extension to the male connector located on Europa GSM.
- Fix the other end of the extension to the bracket.
- Connect the antenna to the male connector of the extension.

WARNING
NEVER power Europa GSM before having installed the antenna, in order to prevent any damages.

Startup

- Reposition the lateral part of the lid.
- Connect Europa GSM to the power supply.
- Make sure that the LEDs visible from outside the cabinet and the LED relative to the SIM card are flashing correctly (see page 16).

This way, Europa GSM is operative and ready to be programmed and used.

Switch-off

To switch off Europa GSM, it is necessary to disable the internal backup batteries through a programming code.

- Pick up the handset of the system administrator extension (extension 41) and access programming.
- Dial the code 204 252 to disable the backup batteries.
- Wait for confirmation tone and hang up.
- Disconnect the mains power supply cable within 60 seconds.

All the LEDs are off.

BATTERIES

Europa GSM is provided with backup batteries which ensure the operation of the device in emergency mode in the absence of electricity.

Backup batteries can be disabled through a programming code (follow the procedure "Switch-off").

Emergency mode operation

In the absence of mains power supply, Europa GSM operates in emergency mode.

Operating batteries

The "Electric mains power supply" LED is on.

Extension 41 may call and receive calls over the external line.

Extension 42 may call and receive calls over the GSM line.

The other extensions are disabled.

The operation of the digital inputs and the relays and the sending of SMSs are guaranteed.

Discharged or non-operating batteries

All the LEDs are off.

Extension 41 may call and receive calls over the external line.

No other operation is possible.

Replacing the batteries

Europa GSM is factory-equipped with 2 packs of 7.2 V NiMH rechargeable batteries.

To replace the batteries:

- Pick up the handset of the system administrator extension (extension 41) and access programming.
- Dial the code 204 252 to disable the batteries.
- Wait for confirmation tone and hang up.
- Disconnect the mains power supply cable within 60 seconds.
- Loosen the right lateral part of the lid and rotate it downwards.
- Open the other side of the lid by acting on the screw, and rotate the lid downwards.
- Disconnect the batteries from the connectors.
- Remove the two packs of exhausted batteries pulling them out from the plastic cable tie.
- Place the new packs of batteries (NiMH, 7.2V) inserting them in the plastic cable tie.
- Connect the batteries to the connectors (J17 – J26).
- Place the main part of the lid back on and tighten the screw.
- Place the lateral part of the lid back on.
- Connect Europa GSM to the mains power supply.

Use of external batteries

As for safety applications, a +12 Vdc external power supply source can be used as backup batteries.

(Typical absorption: 100 mA / Maximum absorption: 500 mA).

- Disconnect the Europa GSM serial batteries from the connectors.
- Connect the external power supply source to the +12 and -12 terminals located in the terminal board paying attention to the polarity.

Note: if a +12 Vdc external power supply source is present, in order to switch off Europa GSM completely, this source must be disconnected. The programming code disabling the serial batteries has no effect.

Note: in the absence of an electric mains power supply, if a +12 Vdc external power supply is present, Europa GSM will operate in emergency mode.

Operation notifications

Europa GSM is able to signal:
- the absence of mains power supply;
- the restoration of the mains power supply;
- discharged batteries.

When these events occur, and when they persist for a programmable lapse of time, a user notification procedure is activated (see "System events" at page 144).

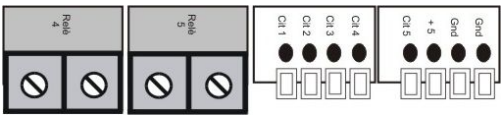
ACCESSORY CONNECTIONS

Doorphone (traditional 4+1)

Europa GSM can be interfaced with the most common doorphone systems (traditional 4/5 wire doorphones), thanks to the optional doorphone board. This board is equipped with 2 ringer inputs and 1 speech input.

In presence of this board, relays 4 and 5 will automatically assume the function of a door opener (door 1 and door 2 respectively), but they may also be used as actuators.

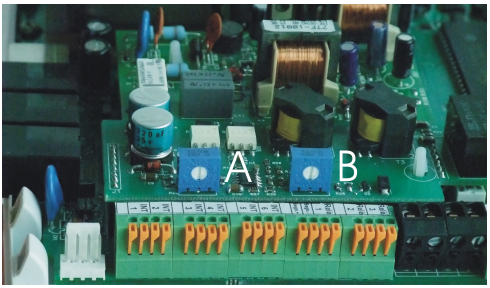
Note: relays 4 and 5 can command loads with up to 10A to 24V absorption.



Cit 1: Speech input
Cit 2: Speech output
Cit 3: Common terminal
Cit 4: Ringer 1
Cit 5: Ringer 2

- Loosen the right lateral part of the lid and rotate it downwards.
- Connect the doorphone wires to the corresponding contacts in the terminal board.
- Connect the door opener mechanisms to the relay contacts.
- Power the doorphone.

- Check that the audio levels are adequate; if not act on the trimmers on the doorphone board:



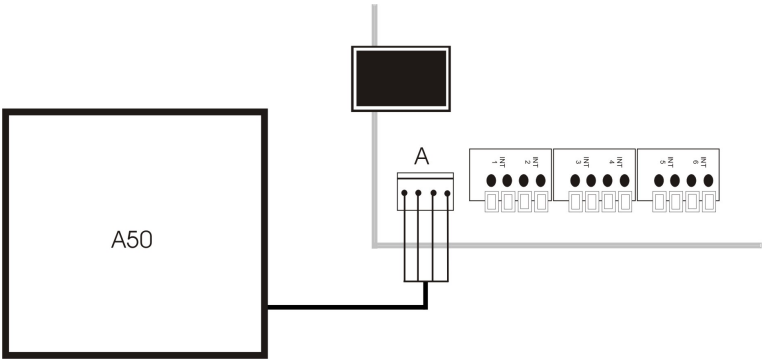
A Reception gain
B Transmission gain

- Place the lateral part of the lid back on.

External music source

The switchboard can be connected to an external music source.

Esse-ti A50 model

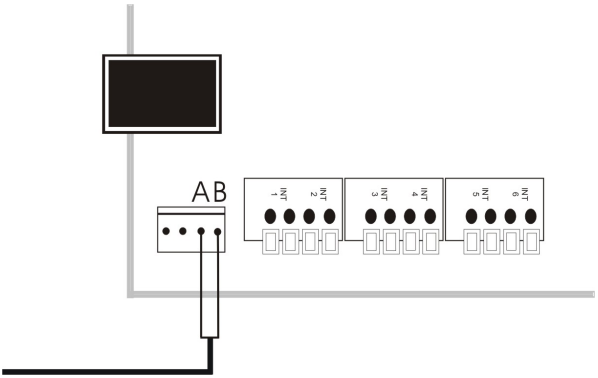


A: Connector for A50

- Loosen the right lateral part of the lid and rotate it downwards.
- Connect the music source to its special connector.
- Place the right lateral part of the lid back on.

Note: for activation, please refer to the paragraph "External music source"

Other music source



A: Aux
B: Common

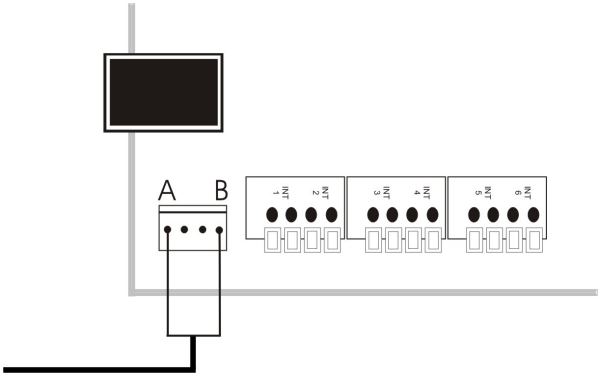
- Loosen the right lateral part of the lid and rotate it downwards.
- Connect the external music source to its connector as shown in the figure.
- Place the right lateral part of the lid back on.

  Note: for activation, please refer to the paragraph "External music source"

Amplifier

Europa GSM can be connected to an external amplifier, to be used as a pager. The amplifier must be provided with an AUX input with volume control.

- Disable the batteries with the relative procedure, and disconnect the power supply cable from the mains.
- Loosen the right lateral part of the lid and rotate it downwards.
- Using an appropriate connector and a shielded cable, connect the amplifier input to the music terminals of the music source connector, as shown in the figure.

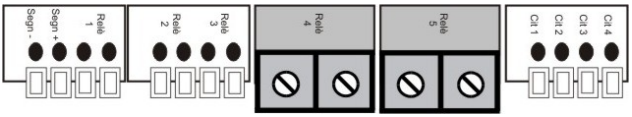


A: Amplifier output
B: Mass

- Place the right lateral part of the lid back on.
- Connect Europa GSM to the mains power supply.

Actuator relays

Europa GSM has 5 actuator relays.

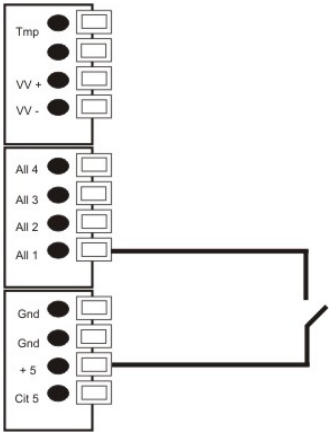


Relays 1, 2 and 3 command 24V loads with up to 800mA absorption, whilst relays 4 and 5 command 24V loads with up to 10A absorption.
Use the remote programmer software or the programming codes at page 91 to configure the relays.

Note: in presence of a traditional doorphone board, relays 4 and 5 automatically assume the function of door openers. In any case, they can also be used as actuators by dialling the relevant code.

Digital inputs

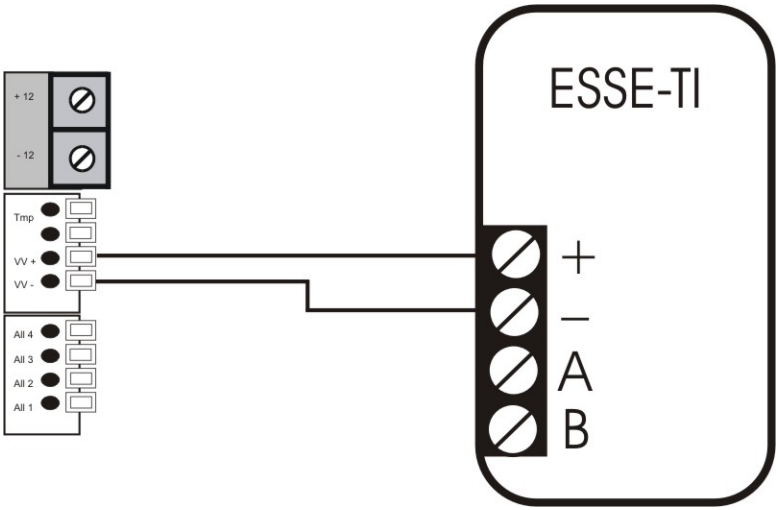
Europa GSM has 4 digital inputs (All 1 ~ All 4), which are programmable as normally closed or normally open. The use and configuration of these inputs are carried out through the remote programmer software.



- Connect a potential-free contact between the +5 and the alarm contact (All) you wish to use.

Handsfree terminal

Europa GSM can be connected to an Esse-Ti handsfree terminal, for ambient listening.

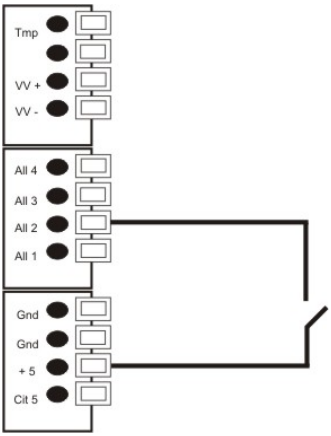


- Loosen the right lateral part of the lid and rotate it downwards.
- Connect the handsfree terminal to the VV+ and VV- terminals on the terminal board.

- Place the right lateral part of the lid back on.

Tamper switch

Europa GSM is provided with a tamper switch that detects the opening of the lid.



- Connect the Tmp contact to +5 and the other Tmp contact to the alarm contact (All) to be used for signalling tampering.
- Configure the alarm contact (All) used as normally closed.

Once the lid is open, the tamper contact is opened and starts the programmed alarm sequence.

Antenna extension (4 m)

In the event the 1.5m extension is not long enough, it may be replaced by a 4 m extension.

CONNECTION TO THE PC

Europa GSM can be connected to a PC via USB port, to access programming (through remote programmer software) or to acquire information on the incoming/outgoing calls stored in the buffer memory (through a terminal emulation programme, e.g. Hyper Terminal).
To install the USB port drivers, please refer to the remote programmer software manual.

- Using a USB cable, connect the Europa GSM USB port to a USB port of the PC.
- If a terminal emulation programme is used, the following parametres must be set up:

Bits per second	**115200**
Parity	**None**
Data Bits	**8**
Stop Bits	**1**
Flow control	**None**

MAINTENANCE

Except for the backup batteries, there are no parts of the product that need maintenance or that can be replaced by the user in case of damage.
In case of faults, please contact our technical servicing department.

PROGRAMMINGS TO BE PERFORMED DURING INSTALLATION PHASE

SETTING A DEFAULT CONFIGURATION

A default configuration is given by a set of programmings through which it is possible to establish the basic operation of the system.
Europa GSM has five default configurations, which can be recalled by a single programming code:

- **HOME 10**: for home installation;
- **HOME 11**: for home installation;
- **OFFICE 20**: for office installation;
- **OFFICE 21**: for office installation;
- **OFFICE 22**: for office installation.

For Europa GSM to operate correctly, one of the five default configurations must be chosen during the installation phase. Each configuration can be modified or customised at any time via the programming codes.

Home 10

The **HOME 10** configuration provides for:

- the presence of the GSM line only;
- the automatic engagement of the external line for all extensions (it is not necessary to dial 0);
- premium rate call barring (e.g. 144-166-899);
- PRESENT profile
  . the incoming calls will make all the telephones ring;
- ABSENT profile
  . the incoming calls will make all the telephones ring;
  . call forwarding towards a number to be programmed is enabled for incoming doorphone calls;
  . voicemail service is enabled on extension 41 (ten 20-second messages);
- RELAX profile

. the incoming calls (except for the VIP calls) will make extension 41 ring only;
. voicemail service is enabled on extension 41 (ten 20-second messages);

Home 11

The **Home 11** configuration has the same features of the HOME 10 configuration, plus:

- an external line, along with the GSM line;
- an LCR system (automatic call routing: calls towards fixed line numbers are routed via external line, while calls towards GSM numbers are routed via GSM line);
- ABSENT profile
  . call forwarding towards a number to be programmed is enabled for incoming external calls;

Office 20

The **OFFICE 20** configuration provides for:

- the presence of a GSM line only;
- premium rate call barring (e.g. 144-166-899);
- PRESENT profile
  . the incoming calls will make all the telephones ring;
  . the courtesy responder is enabled with the message: “all our lines are busy at the moment; please hold the line”;
- ABSENT profile
  . the incoming calls will make all the telephones ring;
  . call forwarding towards a number to be programmed is enabled for incoming doorphone calls;
  . the courtesy responder is enabled with the message: “we are currently not in the office; please try your call again later”;
- RELAX profile
  . the incoming calls will make all the telephones ring;
  . the courtesy responder is enabled with the message: “we are currently not in the office; please try your call again later”;

Office 21

The **OFFICE 21** configuration has the same features of the OFFICE 20 configuration plus:

- an external line, along with the GSM line;

- an LCR system (automatic call routing: calls towards fixed line numbers are routed via external line, while calls towards GSM numbers are routed via GSM line);
- ABSENT profile
  . call forwarding towards a number to be programmed is enabled for incoming external calls;

Office 22

The **OFFICE 22** configuration provides for the same features of the OFFICE 21 configuration plus:

- automatic FAX recognition enabled over the external line;
- extension 46 is intended for fax extension, with automatic engagement of the line.

Programming

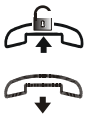
200 X...X (installer password) XX

(configuration) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 200.
- Dial the installer password (factory setting 12345).
- Dial:
  - 10 for the **HOME 10** configuration
  - 11 for the **HOME 11** configuration
  - 20 for the **OFFICE 20** configuration
  - 21 for the **OFFICE 21** configuration
  - 22 for the **OFFICE 22** configuration
- Wait for the confirmation tone and hang up the handset.

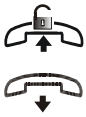
PROGRAMMING FOR CALL FORWARDING

Programming a telephone number to which divert doorphone calls



- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 3592.
- Dial the telephone number to which you are diverting the doorphone calls.
- Dial # to confirm.
- Wait for the confirmation message and hang up.

Programming a telephone number to which divert external calls



- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 3582.
- Dial the telephone number to which you are diverting the external calls.
- Dial # to confirm.
- Wait for the confirmation message and hang up.

ALARM DIALLER QUICK PROGRAMMING

Europa GSM is factory programmed so that the closure of the alarm contact **All 1** is sufficient to enable an alarm sequence.
This sequence provides for a cyclic call to 4 different telephone numbers which must be set with the programmings described below.
For alarm call management, please refer to the paragraph "Dialling function" at page. 145.

The input and alarm sequence configurations can only be carried out through the remote programmer software.

Telephone number programming

2930 XXX(index) X...X(telephone number)

(confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2930.
- Dial:

  097 to memorise the first telephone number
  098 to memorise the second telephone number
  099 to memorise the third telephone number
  100 to memorise the fourth telephone number.
- Dial the telephone number to which send the alarm call.
- Dial # to confirm.
- Wait for the confirmation tone and hang up.

  Note: as a factory setting, numbers stored in position 097 and 098 are also numbers to which notification SMSs regarding electric power supply absence/restoration, and low battery are sent.

PROGRAMMING OF THE SWITCHBOARD MODEL AND OF THE INTERNAL CONNECTION TO THE PERSONAL PHONE

These parametres must necessarily be programmed for a correct operation of the ST 600 Personal Phone.

The programming of the switchboard model allows setup of the switchboard model to which the telephone is connected.

The programming of the internal connection allows the setup of the switchboard port to which the telephone is connected.

- Press the **menu** button on the ST 600 Personal Phone.
- Select **Settings** and press **OK**.
- Select **Select PBX model** and press **OK**.
- Select **Europa GSM** and press **OK**.

You will automatically access the internal connection programming screen.

- Insert the Europa GSM physical connection number (1~6) to which the telephone is connected and press **OK**.

PROGRAMMINGS

The following programmings allow customising Europa GSM according to your needs.

To perform a programming, either an **ST 600 Personal Phone** system telephone, or a normal BCA telephone with multifrequency dialling can be used. Programming can be performed only from the system administrator extension, which is connected to extension 1 connection.

From the system administrator extension you can use a **telephone** (ST 600 Personal Phone or BCA) to programme:

- Installer password;
- User password;
- Date and time;
- Daily time band;
- Weekly time band.

Moreover, you can:

- Set a default configuration;
- Disable the batteries;
- Recall the device reset;
- Restore the factory setting;
- Delete the phonebook and the buffer memory;
- Define extension numbering;
- Define extension call groups;
- Define the presence of an analogue line;
- Customise extension operations regarding:
  - Incoming calls;
  - Outgoing calls;
  - Doorphone calls;
  - Permitted dialling;
  - Service activation;
- Enable the lines for external call forwarding;
- Enable doorphone call forwarding;
- Activate FAX recognition;
- Activate DISA service;
- Activate responder;
- Activate automatic operator (OPA);

- Record DISA, Responder, and OPA messages;
- Define filtre groups;
- Activate LCR;
- Set GSM options;
- Set the programming options via SMS;
- Remove messages from the SIM card;
- Configure the actuator relays;
- Associate functions to memory buttons of ST series telephones;
- Enable the external music source;
- Add numbers to the phonebook;
- Send information regarding outgoing/incoming calls to a PC;
- Set the flash time of a non-type approved telephone;
- Recall the PRESENT, ABSENT, and RELAX profiles.

Only via the **remote programmer software** (connecting Europa GSM to a pc, or to the remote programmer device) you can:

- Set the duration and the recording quality of the messages;
- Set the voicemail;
- Set the system timer;
- Create action sequences;
- Set the digital inputs;
- Set the timer to enable action sequences;
- Activate system events;
- Set the relay timer.

ACCESS TO PROGRAMMING

Enabling programming

Allows you to access the programming mode.

2921 X...X (installer password) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2921.
- Dial the installer password (max. 5 digits).
- Wait for the confirmation tone and hang up.

Note: the system administrator extension is the one connected to the extension 1 connection.

*Note: the factory installer password is **12345**.*

Note: this code allows you to access all password-protected programmings (beginning with 2). In order to exit programming, you must dial the relevant code.

Note: date/time, profile recall, storing a number in the phonebook are not password-protected.

Note: during the programming mode the activation of an alarm input, the expiration of a timer etc.. don't initiate an action or a sequence of actions.

Disabling programming

Allows you to exit the programming mode.

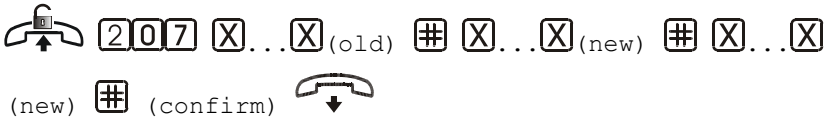
2920 (confirm)

- Pick up the handset of the system administrator extension (factory extension 41).
- Dial the code 2920.
- Wait for the confirmation tone and hang up.

PASSWORD

Modifying the installer password

The password allows accessing functions that require a high security level.
DEFAULT: 12345.



- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 207.
- Dial the digits (max. 5) of the current password.
- Dial # to confirm.
- Dial the digits (max. 5) of the new password.
- Dial # to confirm.
- Dial the digits of the new password to confirm.
- Dial # to confirm.
- Wait for the confirmation tone and hang up.

Modifying the user password

The password allows accessing functions that require a high security level.
DEFAULT: 00000.

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 206.
- Dial the digits (max. 5) of the current password.
- Dial # to confirm.
- Dial the digits (max. 5) of the new password.
- Dial # to confirm.
- Dial the digits of the new password to confirm.

- Dial # to confirm.
- Wait for the confirmation tone and hang up.

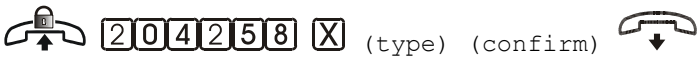
DISABLING THE BATTERIES

Allows you to disable the backup batteries without physically disconnecting them.

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 204 252.
- Wait for the confirmation tone and hang up.

DEVICE RESET

Allows the Europa GSM functional reset.
The reset does not modify the device programmings.



- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 204 258.
- Dial:

  0 Complete reset
  2 GSM module reset
- Wait for the confirmation tone and hang up.

RESTORING THE FACTORY SETTINGS

The restoration of the Europa GSM factory settings is carried out by recalling one of the five basic default configurations (**Home 10**, **Home 11, Office 20**, **Office 21** or **Office 22**), or one of the three advanced default configurations (**Advanced Home**, **Advanced office**, **Expert user**).

Recalling a default configuration brings each programming to the default values of that configuration.

The numbers stored in the phonebook, and the call reports stored in the buffer memory are not removed, while the voicemail is completely reset.

- In order to recall a default configuration, follow the procedure described at page 32.

  Note: restoring the factory settings does not delete the Europa GSM system messages.

Deleting the phonebook

Allows deleting all the numbers stored in the phonebook.

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 204 426.
- Wait for the confirmation tone and hang up.

Deleting the buffer memory

Allows deleting all the calls present in the buffer memory.

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 204 486.
- Wait for the confirmation tone and hang up.

SETTING AN ADVANCED DEFAULT CONFIGURATION

Along with the five basic default configurations, Europa GSM is provided with three advanced default configurations. These advanced configurations can also be recalled with a single programming code, and can be customised via programming codes:

- **ADVANCED HOME**: for home installation;
- **ADVANCED OFFICE:** for office installation;
- **EXPERT USER:** generic configuration to be customised.

Advanced Home

The **ADVANCED HOME** configuration provides for:

- the automatic engagement of the external line for all extensions (it is not necessary to dial 0);
- outgoing premium service call barring (e.g. 144-166-899);
- PRESENT profile
  . the incoming calls will make all the telephones ring;
- ABSENT profile
  . the incoming calls will make all the telephones ring;
  . call forwarding towards a number to be programmed is enabled for incoming doorphone calls;
  . call forwarding towards a number to be programmed is enabled for incoming external calls;
  . the voicemail service is enabled on extension 41 (ten 20-second messages);
- RELAX profile
  . the incoming calls (except for the VIP calls) will make extension 41 ring only;
  . the voicemail service is enabled on extension 41 (ten 20-second messages);

Moreover, through the configuration code it is possible to establish:

- whether the incoming calls make all the extensions ring, or only the first three;
- the criterion of line use to make external calls;
- the district telephone code.

Advanced office

The **ADVANCED OFFICE** configuration provides for:

- outgoing premium service call barring (e.g. 144-166-899);
- PRESENT profile
  - . the courtesy responder is enabled with the message: “all our lines are busy at the moment; please hold the line”;
- ABSENT profile
  - . call forwarding towards a number to be programmed is enabled for incoming doorphone calls;
  - . call forwarding towards a number to be programmed is enabled for incoming external calls;
  - . the courtesy responder is enabled with the message: “we are currently not in the office; please try your call again later”;
- RELAX profile
  - . the courtesy responder is enabled with the message: “we are currently not in the office; please try your call again later”;

Moreover, through the configuration code it is possible to establish:

- whether the incoming calls make all the extensions ring, or only the first one;
- the criterion of line use to make external calls;
- whether the analogue line is used as a FAX line;
- the district telephone code.

Expert user

The **EXPERT USER** configuration provides for:

- the incoming calls will make all the telephones ring;
- outgoing premium service call barring (e.g. 144-166-899);

Moreover, through the configuration code it is possible to establish:

- the district telephone code.

Advanced Home default configuration

200 X...X(installer password) 5 X

(extension setup) X(criterion of line use) 0 X...X

(local telephone code) # (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 200.
- Dial the installer password (max. 5 digits).
- Dial the code 5.
- In order to define the extension setup, dial:

  0 Unlimited extension setup
  (all extensions ring upon incoming calls; no dialling filtre activated except for premium service numbers)

  1 Limited extension setup
  (only the first 3 extensions ring upon incoming calls; no selection filtre activated except for premium service numbers on the first 3 extensions, while the other 3 extensions are enabled to make local calls only)

- In order to define the criterion of line use, dial:

  0 GSM line use only

  1 LCR
  (Least Cost Routing; default: GSM cell phone numbers, analogue phone numbers)

  2 Preferential use of the analogue line

  3 Preferential use of the GSM line

- Dial the code 0.
- Dial the digits of the local telephone code (max. 5 digits).
- Dial # to confirm.
- Wait for the confirmation tone and hang up.

Advanced office default configuration

200 X...X(installer password) 6 X (extension setup) X(criterion of line use) X(analogue line FAX setup) X...X(local telephone code) # (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 200.
- Dial the installer password (max. 5 digits).

- Dial the code 6.
- In order to define the extension setup, dial:
  - 0 No administrator extension
    (all extensions ring at incoming calls; no selection filtre activated, except for premium service numbers)
  - 1 Administrator extension
    (only the first extension rings at incoming calls; no selection filtre activated, except for premium service numbers)
- In order to define the criterion of line use, dial:
  - 0 GSM line use only
  - 1 LCR
    (least cost routing; default: GSM cell phone numbers, analogue phone numbers)
  - 2 Preferential use of the analogue line
  - 3 Preferential use of the GSM line
- In order to define the FAX set up in an analogue line, dial:
  - 0 FAX line
    (the incoming calls over the analogue line are automatically diverted to the FAX extension (46); automatic engagement of the FAX outgoing line)
  - 1 Voice/FAX line
    (FAX recognition is enabled over the analogue line; automatic engagement of the FAX outgoing line)
  - 2 Voice line
- Dial the digits of the local telephone code (max. 5 digits).
- Dial # to confirm.
- Wait for the confirmation tone and hang up.

Expert user configuration

200 X...X(installer password) 7000 X ...X(local telephone code) # (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 200.
- Dial the installer password (max. 5 digits).
- Dial the code 7000.
- Dial the digits of the local telephone code (max. 5 digits).

- Dial # to confirm.
- Wait for the confirmation tone and hang up.

CLOCK

Note: the date/time setting is not password-protected.

Date

Allows you to update the date.

2100 XX(day) XX(month) XXXX(year)

(confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2100.
- Dial two digits for the day, two digits for the month and four digits for the year.
- Wait for the confirmation tone and hang up.

E.g.: Supposing it's the 10th of May, 2008, in order to programme the correct date, dial the following digits: ***2100 10052008****.*

Time

Allows you to update the time.

2101 XX(hour) XX(minutes) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2101.
- Dial two digits for the hour and two digits for the minutes.
- Wait for the confirmation tone and hang up.

*E.g.: Supposing it is 18:05, in order to programme the correct time, dial the following digits: **2101 1805**.*

PROFILES

The profile identifies the Europa GSM behaviour according to the user's needs:

- **PRESENT**: the user is at home/in the office;
- **ABSENT**: the user is not at home/in the office;
- **RELAX**: the user is in a different situation.

These different profiles may be recalled either automatically according to the set time band, or manually (see "Profiles" at page 102).

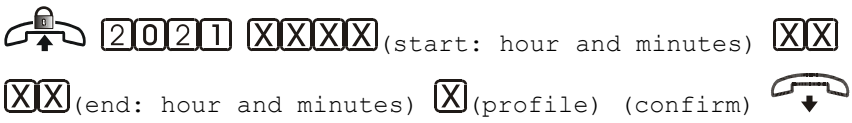
DEFAULT:

- PRESENT profile for the **Home** default configurations;
- profile according to the time bands for the **Office** configurations (PRESENT profile from 8.00 a.m. to 12.00 p.m. and from 2.00 p.m. to 6.00 p.m., ABSENT profile during the rest of the day).

Daily time band

Allows setting up the beginning and the end of 2 time intervals, in which Europa GSM will use the ABSENT or the RELAX profiles. Outside these 2 intervals, Europa GSM will use the PRESENT profile.

Activating time band 1



- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2021.
- Dial the starting hour (two digits) and minutes (two digits) of time band 1.
- Dial the ending hour (two digits) and minutes (two digits) of time band 1.
- Dial the digit referring to the profile to be used during this time band:

  1 ABSENT
  2 RELAX

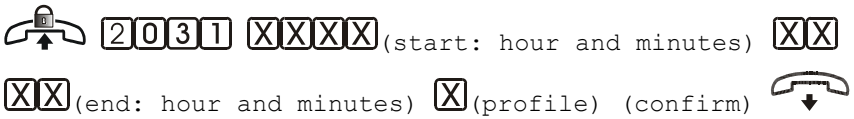
- Wait for the confirmation tone and hang up.

E.g.: if during the lunch break, from 12:00 to 14:00, you want to use the RELAX profile, dial: ***2021 1200 1400 2****.*

Deactivating time band 1

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2020.
- Wait for the confirmation tone and hang up.

Activating time band 2



- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2031.
- Dial the starting hour (two digits) and minutes (two digits) of time band 2.
- Dial the ending hour (two digits) and minutes (two digits) of time band 2.
- Dial the digit referring to the profile to be used during this time band:
  1 ABSENT
  2 RELAX
- Wait for the confirmation tone and hang up.

Deactivating time band 2

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2030.
- Wait for the confirmation tone and hang up.

Note: it is not mandatory to set both time bands.

Note: in the event the two time bands overlap, the last activated time band has the priority.

Weekly time band

Allows you to set a period of the week during which Europa GSM can automatically activate a profile between ABSENT or RELAX.
DEFAULT: disabled.

Activating

2011

X(start: day) XXXX(start: hour and minutes)

X(end: day) XXXX(end: hour and minutes)

X(profile) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2011.
- Dial the digit corresponding to the starting day of the weekly time band: 1 = Monday… 7 = Sunday.
- Dial the starting hour (two digits) and minutes (two digits) of the weekly time band.
- Dial the digit corresponding to the ending day of the weekly time band: 1 = Monday… 7 = Sunday.
- Dial the ending hour (two digits) and minutes (two digits) of the weekly time band.
- Dial the digit referring to the profile to be used during this time band:
  1 ABSENT
  2 RELAX
- Wait for the confirmation tone and hang up.

E.g.: to set the weekly time band from 18:15 on Friday to 08:00 on Monday with RELAX profile, dial: ***2011 5 1815 1 0800 2****.*

Deactivating

2010 (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2010.
- Wait for the confirmation tone and hang up.

NUMBERING

Extension numbering

This function allows assigning a conventional number to an extension (flexible numbering).
Conventional numbering varies between 40 and 499.
DEFAULT: numbering goes from 41 to 46 and corresponds to the position of the terminals on the device.

2 1 4 X X (extension connection) 4 X [X]
(conventional) # (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 214.
- Dial two digits (between 01 and 06) indicating the extension connection.
- Dial the code 4.
- Dial the digit or the two digits corresponding to the extension numbering to be assigned.
- Dial # to confirm.
- Wait for the confirmation tone and hang up.

Note: extension numbers must imperatively start with 4.

Note: the same number cannot be assigned to more than one extension.

Note: if you set a two-digit number for an extension (e.g. 42), three-digit numbers starting with the same digit (e.g. 420, 421, etc.) cannot be used for other extensions.

Handsfree terminal numbering

Allows you to assign a conventional number to the handsfree terminal. Conventional numbering may vary between 40 and 499.

DEFAULT: 48.

2 1 5 0 1 4 X [X] (conventional) # (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 215014.
- Dial the digit or the two digits corresponding to the extension number to be assigned.
- Dial # to confirm.
- Wait for the confirmation tone and hang up.

Note: extension numbers must imperatively start with 4.

Note: the handsfree terminal cannot have the same number assigned to an extension.

Note: If you set a two-digit number for an extension (e.g. 42), three-digit numbers starting with the same digit (e.g. 420, 421, etc.) cannot be used for other extensions.

INTERNAL CALL GROUP

Europa GSM allows the creation of two internal call groups.

The extensions belonging to a call group can be reached by the same internal call at the same time. This way, it is possible to look for a person in different rooms without having to call all the extensions one by one.

DEFAULT:

- group 1 (40): extensions 41, 42, 43, 44, 45, 46;
- group 2 (49): extensions 41, 42, 43.

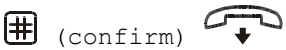
Call group numbering

Allows assigning a conventional number (flexible numbering) to a call group. Conventional numbering may vary between 40 and 499.

DEFAULT:

- group 1: number 40;
- group 2: number 49.

2130 X (call group) 4X[X] (conventional)

 (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2130.
- Dial a digit (between 1 and 2) indicating the call group.
- Dial the code 4.
- Dial the digit or the two digits corresponding to the extension number to be assigned.
- Dial # to confirm.
- Wait for the confirmation tone and hang up.

Note: call group numbers must imperatively start with 4.

Note: the same number cannot be assigned to both call groups. Furthermore, a number that has been assigned to an extension cannot be assigned to a call group.

Note: if you set a two-digit number for an extension (e.g. 42), three-digit numbers starting with the same digit (e.g. 420, 421, etc.) cannot be used for other extensions.

Creating call groups

Allows adding or removing an extension from a call group.

DEFAULT:

- group 1 (40): extensions 41, 42, 43, 44, 45, 46;
- group 2 (49): extensions 41, 42, 43.

240 X (call group) XX[X] (extension number) X (action) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 240.
- Dial:

  1 for call group 1
  2 for call group 2
- Dial the two (or three) digits indicating the extension number.
- Dial:

  0 to REMOVE the extension
  1 to ADD the extension
- Wait for the confirmation tone and hang up.

Note: in the Office 22 default configuration, extension 46, defined as FAX extension, does not belong to group 1.

ANALOGUE LINE PROGRAMMING

Allows defining the presence of an analogue line.

DEFAULT:

- **Home 10** and **Office 20** configurations: line not present;
- **Home 11** and **Office 21** and **22** configurations: line is present.

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 21201.
- Dial:

  0 analogue line not present
  1 multi-frequency analogue line (DTMF)
- Wait for the confirmation tone and hang up.

Outgoing external calls

Allows indicating the external lines which can be used by each extension for every profile.

DEFAULT: all the extensions can use the lines that are present, no matter what profile.

22 XX[X] (extension number) X(profile)

14 XX(external line) X(activation) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 22.
- Dial the two (or three) digits indicating the extension number.
- Dial:

  0 PRESENT profile
  1 ABSENT profile
  2 RELAX profile
  3 for all three profiles

- Dial the code 14.
- Dial:

  01 analogue line
  02 GSM line

- Dial:

  0 line not enabled
  1 line enabled

- Wait for the confirmation tone and hang up.

Order of engagement of the telephone lines

Allows indicating, for every extension, the order of engagement of the telephone lines, upon pressing 0.

2179 XX[X] (extension number) X(line)

(confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2179.
- Dial the two (or three) digits indicating the extension number.
- Dial:

  1 analogue line only
  2 GSM line only
  7 Alternate the two lines
  8 Preference for analogue line
  9 Preference for GSM line
- Wait for the confirmation tone and hang up.

Doorphone calls

This function allows you to enable extensions to receive calls from doorphone stations and to open the doors.

DEFAULT:

- **Home 10** and **11** configurations: all extensions in PRESENT and ABSENT profiles, only extension 41 in RELAX profile;
- **OFFICE 20** and **21** configurations: all extensions in each profile;
- **OFFICE 22** configuration: all extensions in each profile, except for extension 46 (FAX extension).

22 XX[X] (extension number) X(profile) 0 1 X(doorphone) X(on) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 22.
- Dial the two (or three) digits indicating the extension number.
- Dial:

  0 PRESENT profile
  1 ABSENT profile
  2 RELAX profile
  3 for all three profiles
- Dial 01.
- Dial:

  1 Doorphone station 1
  2 Doorphone station 2

- Dial:

  0 No access
  1 Call pick up and door opening
  2 Doorphone call and door opening

- Wait for the confirmation tone and hang up.

Unrestricted numbers

This function allows you to define the numbers that can be dialled for each extension. It also allows to associate service classes to the extensions (see "Service classes").

DEFAULT: each extension is associated with all filtre groups, except for class 8, which includes the telephone codes of premium service numbers.

2170 X(unrestricted) XX[X] (extension number) X(profile) XX(class) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2170.
- Dial:

  0 Filtre group not associated with extension
  1 Filtre group associated with extension

- Dial the two (or three) digits indicating the extension number.
- Dial:

  0 PRESENT profile
  1 ABSENT profile
  2 RELAX profile
  3 for all three profiles

- Dial the two digits (between 01 and 08) indicating the service class.
- Wait for the confirmation tone and hang up.

Note: an extension that is not associated to any group will not be able to make any calls over the external line.

Note: as a factory setting, each extension is associated to all filtre groups, except for class 8.

Note: if you assign the extension to only one service class, (i.e. the class that permits calls starting with 0) you hear the dissuasion tone when dialing area codes starting with 0 that are inserted in other classes.

Example: if the extension is associated with the filter group that allows calls starting with 0, but is not associated with the 07 filter group, you will hear the dissuasion tone if you dial 07.

Service activation

Allows activating the following services for each extension:

Unlimited phonebook recall	Allows the extension to bypass dialling filtres to call the numbers stored in the phonebook.
Time call forwarding	Allows the extension to activate the time call forwarding service.
Call forwarding on busy user	Allows the extension to activate the call forwarding service on busy user.
Call forwarding all calls	Allows the extension to divert all calls to another extension.
Automatic engagement	Allows the extension to access external lines without dialling 0.
Selective call pick up	Allows the other extensions to intercept calls (external and internal) towards the extension in question.
DISA or DDI	Allows the extension to receive DISA or DDI calls
Voicemail	Allows the extension to access voicemail service.
Amplifier	Allows the extension to make announcements via the amplifier connected to Europa GSM.
External call forwarding	Allows the extension to activate the automatic external call forwarding service.
Relay activation	Allows the extension to activate the relays.

Do not disturb	Allows the extension to activate the "do not disturb" services.
Doorphone call forwarding	Allows the extension to activate the doorphone call forwarding service.
Alarm button (only with ST 350 telephones)	Allows the extension to generate an alarm by pressing the special button on the ST 350 telephone.
No dial alarm	Allows the extension to generate an alarm in case of no dialling.
L.C.R.	Allows the extension to activate control on the outgoing calls based on Least Cost Routing settings.
General call in case of unanswered DISA or DDI call	This option determines whether a DISA or DDI call, unanswered by the extension after a set time, should be converted into a general call.
Basic call pick up (only with ST 600 telephones)	Allows the extension to answer one or more incoming external calls during conversation, or when not enabled to ring, by pressing the (L1~L2) button on the ST 600 telephones. The conversation in progress is put on hold.
Selective pick up (only with ST 600 telephones)	Allows answering one or more incoming external calls by simply pressing the (L1~L2) button on the ST 600 telephones.

DEFAULT:
- the following services: time call forwarding, call forwarding on busy user, call forwarding all calls, do not disturb, no dial alarm, basic call pick up and selective pick up, are not enabled for any extension;
- the following services: external call forwarding, doorphone call forwarding, relay activation, amplifier, voicemail, DISA or DDI, general call in case of unanswered DISA or DDI call, selective pick up, unlimited phonebook recall, ST 350 alarm button, are enabled for every extension;
- the "automatic engagement" service is enabled for every extension in **Home 10** and **11** configurations, while it is enabled only for extension 46 (FAX extension) in the **Office 22** configuration.
- the L.C.R. service is active in **Home 11**, **Office 21** and **22** configurations, since in these configurations the external line is also present.

22 XX[X] (extension number) X(profile)

XX(service) X(activation) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 22.
- Dial the two (or three) digits indicating the extension number.
- Dial:

0	PRESENT profile
1	ABSENT profile
2	RELAX profile
3	for all three profiles

Dial:

13	to enable unlimited phonebook recall
30	to enable time call forwarding
31	to enable call forwarding on busy user
32	to enable call forwarding all calls
33	to enable automatic engagement
34	to enable selective call pick up
35	to enable DISA or DDI
36	to enable voicemail service
37	to enable and use amplifier
38	to enable external call forwarding
39	to enable relay activation
40	to enable "do not disturb" services
41	to enable doorphone call forwarding
50	to enable the alarm button on the ST 350 telephone
51	to enable the no dial alarm
80	to enable L.C.R.
82	to enable general call in case of unanswered DISA or DDI call
84	to enable basic Pick-up
85	to enable selective pick up

- Dial:

0	to DISABLE the service
1	to ENABLE the service

- Wait for the confirmation tone and hang up.

INCOMING CALLS

The fully equipped Europa GSM is provided with two telephone lines for incoming calls:

- GSM line
- Analogue line.

Furthermore, Europa GSM is provided with an automatic call distribution system (ACD) based on the number of calls.

Thanks to the ACD system, it is possible to address incoming calls from a certain telephone number to a single extension, or to a group of extensions, or again, to a single extension first, and then to a group of extensions.

The routing of the calls tos groups of extensions is carried out via virtual lines named VIP1 ...VIP4. Just as for the real line, also for the VIP line it is possible to determine the behaviour of the various extensions and the active services. As for the telephone numbers associated with a VIP line, please consult the chapter "Phonebook".

Programming incoming calls

This programming allows defining the behaviour of the extensions after an incoming call over each real or virtual line. For every extension and for every line it is possible to determine:

Call excluded	the extension is not enabled to answer incoming calls over a certain line;
Call pick up	the telephone does not ring, but incoming calls can be answered with code 5;
Ring	the telephone rings, to answer the incoming call it is sufficient to pick up the handset.
Time ring	the phone starts to ring only after 20 seconds. Before the incoming calls can be answered with code 5.

DEFAULT:

- as for **Home 10** and **11** configurations, with PRESENT and ABSENT profiles, all the extensions will ring regardless of the line. With the RELAX profile, the incoming calls over the real lines will make only extension 41 ring, while the incoming calls over the virtual lines will make all the extensions ring;
- as for **Office 20** and **21** configurations, all the extensions will ring regardless of the profile and the line;

- as for the **Office 22** configuration, all the extensions will ring regardless of the profile and the line, except for extension 46 (FAX extension).

22 XX[X] (extension number) X(profile)

00 XX(line) X(activation) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 22.
- Dial the two (or three) digits indicating the extension number.
- Dial:

  0 PRESENT profile
  1 ABSENT profile
  2 RELAX profile
  3 for all three profiles

- Dial 00.
- Dial the line number:

  01 Analogue line
  02 GSM line
  11 VIP1 line
  12 VIP2 line
  13 VIP3 line
  14 VIP4 line

- Dial activation number:

  0 Call excluded
  1 Call pick up
  2 Ring
  3 Time ring

- Wait for the confirmation tone and hang up.

LINE ACTIVATION FOR EXTERNAL CALL FORWARDING

It allows determining, for each external line, whether the incoming calls over that line can be diverted via the external call forwarding service.

DEFAULT:

- analogue line: call forwarding enabled only for ABSENT profile;
- GSM line: call forwarding enabled only for ABSENT profile;

2162 X(profile) XX(line)

X(activation) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2162.
- Dial:

  0 PRESENT profile
  1 ABSENT profile
  2 RELAX profile
  3 for all three profiles

- Dial the line number:

  01 Analogue line
  02 GSM line

- Dial:

  0 to DISABLE the service
  1 to ENABLE the service

- Wait for the confirmation tone and hang up.

Note: for the actual activation of the external call forwarding service, please refer to page125.

ENABLING DOORPHONE CALL FORWARDING

Allows determining to which external line the doorphone calls can be diverted, through the doorphone call forwarding service.

DEFAULT:

- PRESENT and RELAX profiles: on no line;
- ABSENT profile: on GSM line, and, when possible, on analogue line.

2180 X(profile) X (doorphone station)

X(line) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2180.
- Dial:

  0 PRESENT profile
  1 ABSENT profile
  2 RELAX profile
  3 for all three profiles

- Dial the doorphone station number:

  1 station 1
  2 station 2

- Dial:

  0 for no telephone line
  1 to divert calls only over analogue line
  2 to divert calls only over GSM line
  8 to divert calls over analogue line and, if possible, over GSM
  9 to divert calls over GSM and, if possible, over analogue line

- Wait for the confirmation tone and hang up.

  Note: to fully activate the doorphone call forwarding service, *please refer to page 127.*

FAX

Europa GSM is provided with a FAX recognition service, which allows the automatic recognition of an incoming FAX.

Note: FAXES can be received and sent only over the analogue line.

Setting the FAX extension

This paragraph describes how to programme the FAX extension.

Analogue line devoted uniquely to FAX reception

- Enable FAX extension to ring upon incoming calls over the analogue line (see "Programm incoming calls").
- All the other extensions, on the other hand, must not be enabled to ring over the same line.

Analogue line devoted to receiving all kinds of calls, using FAX recognition

*Note: the following settings are automatically set in case of **Office 22** default configuration.*

- Define FAX extension (see "Programming FAX extension").
- Enable FAX recognition (see "Enabling FAX recognition").
- Disable FAX extension to ring upon incoming calls over the analogue line (see "Programming incoming calls", enter the call pick up option).

In this case, all the FAXES received are automatically diverted to the FAX extension.

Note: in the event a doorphone board is provided, predispose the FAX extension with doorphone ringer disabled (see "Doorphone calls", enter access type 0 or 1).

Programming FAX extension

Allows determining the extension to which the FAXES recognised by the FAX recognition will be diverted.

DEFAULT: 46.

2 3 9 X X [X] (extension number) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 239.

- Dial the two (or three) digits indicating the extension to be defined as FAX extension.
- Wait for the confirmation tone and hang up.

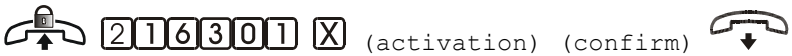
Note: in order to send a FAX without dialling 0 to engage the line, please refer to "Automatic engagement" in the "Service activation" section.

Enabling FAX recognition

Allows enabling automatic fax recognition over the analogue line.

DEFAULT:

- **Home 10** and **11**, and **Office 20** and **21** configurations: recognition not enabled;
- **Office 22** configuration: recognition enabled.



- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 216301.
- Dial:

  0 to DISABLE the service
  1 to ENABLE the service
- Wait for the confirmation tone and hang up.

Note: The activation of this service does not inhibit the display of the caller identification (CLI) for the incoming calls over the line.

MESSAGES

Europa GSM is provided with 30 customisable messages, which are used by the DISA, the Response, and the Automatic operator services.

As a default setting, messages 1~10 (with duration other than 0) are enabled for use.

The first 9 messages are pre-recorded with a standard text.

DEFAULT:

Msg	Type	Name	Duration	Quality
01	Protected	Service unactive	5	6 kHz
02	Protected	Service active	5	6 kHz
03	Protected	Function performed	5	6 kHz
04	Protected	Not allowed	5	6 kHz
05	Non-Protected	Dialer	30	6 kHz
06	Protected	Control menu	30	6 kHz
07	Protected	DISA selection	15	6 kHz
08	Protected	Present responder	15	6 kHz
09	Protected	Absent responder	15	6 kHz
10	Protected	M 10	10	6 kHz

Note: the quality and the duration of the messages can be modified only via remote programmer software. With a 7 Khz recording quality, almost three minutes of recording time will be available; while with a 4 kHz recording quality, 4 minutes of recording time will be available.

Note: only messages with duration other than 0 will be enabled for use.

Creating message sequences

2 message sequences can be created by linking together two or three customisable messages.

These "compound" messages will be number 31 and 32 respectively.

2761 XX (sequence index) XX (1st message) XX (2nd message) XX (3rd message) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2761.
- Dial the the sequence index to be created (31 or 32).
- Dial the index of the 1st message from 01 to 30.
- Dial the index of the 2nd message from 01 to 30.
- Dial the index of the 3rd message from 01 to 30.

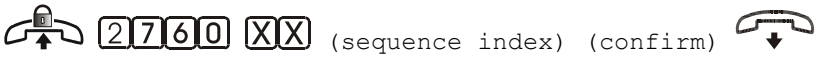
- Wait for the confirmation tone and hang up.

Note: in the event you want to link together only two messages, the code for the last message will be 00.

Note: only messages with duration other than 0 are enabled for use and therefore, can be linked together.

Deleting message sequences

Allows deleting message sequences defined in the previous paragraph.



- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2760.
- Dial the index of the sequence to be deleted (31 or 32).
- Wait for the confirmation tone and hang up.

Message recording/playback

Allows customising and playing back messages. The quality and the duration of the messages can be modified only via remote programmer software.

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 269.
- Dial the message index from 01 to 30 (from 01 to 32 for playback).
- Dial:

  0 to record
  1 to play back

- Press the R (flash) button, or hang up to end the procedure.

Note: recording can be performed only for non-protected messages with a set duration other than 0.

Note: once exceeded the maximum recording time, you will hear a confirmation tone.

Note: to end the recording procedure before the end of the set time, press R or hang up.

Note: compound messages (31 and 32) can only be played back. In order to customise them, it is necessary to record the single messages.

Message protection

Allows activating/deactivating protection on message recording. A protected message cannot be recorded.

DEFAULT: messages from 01 to 10 are protected, except for message 5.

269 XX (message) 8 X (activation)

(confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 269.
- Dial the message index (01~30).
- Dial the code 8.
- Dial:

  0 to DISABLE protection
  1 to ENABLE protection
- Wait for the confirmation tone and hang up.

Note: protection activation can be made only for messages with duration other than 0.

RESPONSE SERVICE

This service automatically responds to incoming calls, which the operator cannot answer to in that moment, by sending a courtesy message according to the profile used.

Note: the messages of the Response service are customisable.

Choosing the Response message

This procedure assigns the message reproduced by the Response service, according to the profile and the line.

DEFAULT:
- PRESENT profile: message 08, “all our lines are busy at the moment; please hold the line”;
- ABSENT and RELAX profiles: message 09, “we are currently not in the office; please try your call again later”.

2167 X (profile) XX (line) XX (message) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2167.
- Dial:

0	PRESENT profile
1	ABSENT profile
2	RELAX profile
3	for all three profiles

- Dial the line number:

01	analogue line
02	GSM line
11	VIP1 line
12	VIP2 line
13	VIP3 line
14	VIP4 line

- Dial the message index between 01 and 32.
- Wait for the confirmation tone and hang up.

  Note: only messages enabled for use, or compound messages can be chosen.

Response programming

Allows activating the automatic response service over each line.
DEFAULT:
- **Home 10** and **11** configurations: not enabled;
- **Office 20**, **21** and **22** configurations: enabled on the real lines for all profiles.

2161 X(profile) XX(line) X(activation) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2161.
- Dial:

  0 PRESENT profile
  1 ABSENT profile
  2 RELAX profile
  3 for all three profiles

- Dial the line number:

  01 analogue line
  02 GSM line
  11 VIP1 line
  12 VIP2 line
  13 VIP3 line
  14 VIP4 line

- Dial:

  0 to DISABLE the service
  1 to ENABLE the service

- Wait for the confirmation tone and hang up.

DISA SERVICE

The DISA (Direct Inward System Access) service allows an external caller to call an extension directly (if the service is enabled for the extension). This service sends a message to the external caller prompting to dial. The DISA message is customisable according to the PRESENT, ABSENT, and RELAX profiles.

Europa GSM is provided with an immediate and a delayed DISA service. As for the immediate DISA service, none of the extensions ring upon incoming calls and the caller immediately receives the message.

As for the timed DISA service, the extensions enabled to receive a call over that line ring, and only if nobody answers, after 10 rings, the caller will receive the message.

After having listened the message, the external user can dial the number of the extension desired. If Europa GSM does not detect any dialling within 5

seconds, the call will be diverted to the telephones enabled to receive calls over that line.

Note: the DISA service messages are customisable.

Note: the activation of the DISA service on a line does not inhibit showing the caller identification (CLI) on the display of the extension reached by the call.

Choosing the DISA message

This procedure assigns the message reproduced by DISA service, according to the profile and the line.

DEFAULT: message 07, "Select the extension desired or please hold the line".

2165 X (profile) XX (line) XX(message)

(confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2165.
- Dial:

  0 PRESENT profile
  1 ABSENT profile
  2 RELAX profile
  3 for all three profiles

- Dial the line number:

  01 analogue line
  02 GSM line
  11 VIP1 line
  12 VIP2 line
  13 VIP3 line
  14 VIP4 line

- Dial the message index between 01 and 32.
- Wait for the confirmation tone and hang up.

Note: only messages enabled for use, or compound messages can be chosen.

DISA programming

Allows the activation of the DISA service over each line.

DEFAULT: not enabled over any of the lines and for any of the profiles.

2160 X(profile) XX(lines)

X(activation) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2160.
- Dial:

  0 PRESENT profile
  1 ABSENT profile
  2 RELAX profile
  3 for all three profiles

- Dial the line number:

  01 analogue line
  02 GSM line
  11 VIP1 line
  12 VIP2 line
  13 VIP3 line
  14 VIP4 line

- Dial:

  0 to DISABLE the service
  1 to ENABLE the service

- Wait for the confirmation tone and hang up.

Delayed DISA programming

Allows activating the delayed DISA service over each real line.

DEFAULT: not enabled over any of the lines.

2164 XX(line)

X(activation) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2164.

- Dial the line number:

  01 analogue line
  02 GSM line

- Dial:

  0 to DISABLE the service
  1 to ENABLE the service

- Wait for the confirmation tone and hang up

  Note: the delayed DISA service can be activated only over real lines, regardless of the profile used.

AUTOMATIC OPERATOR (OPA)

The automatic operator allows you to browse through 10 customisable menus. Each menu allows various operations: calling extensions, playing messages, switching from one menu to the other, activating relays for remote control etc.
Each menu consists of:

- a customisable prompting message indicating the actions available in that menu;
- up to 12 operations to be performed, each corresponding to the telephone buttons.

DEFAULT:
- menus 01~09: no prompting message, no operation assigned to the buttons, except for the * button, which allows recalling the control menu (menu 10).
- menu 10:
  . prompting message: Control menu (message 06)
  . 0 button: allows disabling a relay. The index of the relay must be entered after having pressed 0;
  . 1 button: allows enabling a relay. The index of the relay must be entered after having pressed 1;
  . 2 button: allows enabling a relay for 1 second (programmable). The index of the relay must be entered after having pressed 2;
  . 6 button: turns the handsfree of an extension on. The extension number must be entered after having pressed 6;
  . # button: allows remote access to programming. The installer password must be entered after pressing #.

Assigning a menu to a line

This procedure assigns an OPA menu to a line for each profile.

Note: to carry out this procedure, the menus must be appropriately programmed (see following paragraphs).

2166 X (profile) XX (line) XX (menu) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2166.
- Dial:

  0 PRESENT profile
  1 ABSENT profile
  2 RELAX profile
  3 for all three profiles

- Dial the line number:

  01 analogue line
  02 GSM line
  11 VIP1 line
  12 VIP2 line
  13 VIP3 line
  14 VIP4 line

- Dial the index of the menu to be assigned (1~10).
- Wait for the confirmation tone and hang up.

Note: the value 99 can be entered as "line", in order to assign the same menu to all six lines.

OPA programming

Allows the activation of the OPA service over each line.

DEFAULT: not enabled over any of the lines and for any of the profiles.

2160 X (profile) XX (lines) X (activation) (confirm)

- Pick up the handset of the system administrator extension (extension 41).

- Dial the code 2160.
- Dial:

  0 PRESENT profile
  1 ABSENT profile
  2 RELAX profile
  3 for all three profiles

- Dial the line number:

  01 analogue line
  02 GSM line
  11 VIP1 line
  12 VIP2 line
  13 VIP3 line
  14 VIP4 line

- Dial:

  0 to DISABLE the service
  1 to ENABLE the service

- Wait for the confirmation tone and hang up.

Choosing the menu prompting message

Allows assigning a prompting message to each menu.

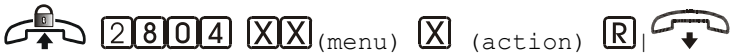
2802 XX(menu) XX(message) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2802.
- Enter the menu index (01~10).
- Enter the prompting message index (06~32).
- Wait for the confirmation tone and hang up.

Note: only messages enabled for use, or compound messages can be chosen. System messages (01~05) cannot be chosen.

Prompting message recording/playback

Allows customising and playing back the prompting message of a menu.



- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2804.
- Enter the menu index (01~10)
- Dial:

  0 to record
  1 to play back

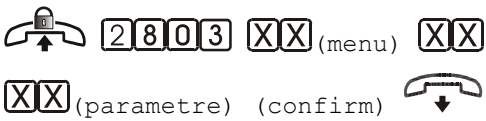
- Press the R (flash) button, or hang up to end the procedure.

  Note: once exceeded the maximum recording time, you will hear a confirmation tone.

  Note: in the event the prompting message is a compound message, in order to customise it, it is necessary to record the single messages (see "Message recording/playback" at page 69).

Defining menu events

Allows defining the operations included in a menu, and the relevant buttons that the caller can press. Each menu must have a previously assigned prompting message.



- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2803.
- Enter the menu index (01~10).
- Enter the event:

  00 the external user selects the 0 button
  01 the external user selects the 1 button
  .....
  09 the external user selects the 9 button
  0* the external user selects the * button

0# the external user selects the # button
20 the external user makes no selection and the menu message is over.

- Enter the operation to be performed:

00 No operation
01 Call to extension ( )
02 Call to FAX extension
03 DISA call
04 Incoming call
05 Incoming call over VIP ( ) line
06 Message playback ( ) and incoming call
07 Message playback ( ) and free line
08 Repeat prompting message
09 Menu recall ( )
10 Menu recall ( ) with user PWD
11 Relay ( ) ON
12 Relay ( ) OFF
13 Relay ( ) impulse
14 Access to remote programmer with installer PWD
150 Handsfree ambient listening
151 Handsfree ambient listening ( )

- Enter the parameter if required by the function ( ).
- Wait for the confirmation tone and hang up.

The parameter is available only for some operations and it assumes different values, according to the chosen operation.

No operation	No operation is assigned to the button.
Call to extension ( )	The call is diverted to the extension (41~46) set by the parameter.
Call to FAX extension	The call is diverted to the extension defined as FAX extension.
DISA call	The caller can select the extension desired.
Incoming call	The incoming call is diverted to the extensions enabled to ring over that line.
Incoming call over VIP line ( )	The incoming call is diverted to the extensions enabled to ring over the VIP line (11~14) defined by the parameter.

Message ( ) playback and incoming call	The message (01~32) defined by the parametre, is played back and, once it has ended, the incoming call is diverted to the extensions enabled to ring for the present line.
Message ( ) playback and free line	The message (01~32) defined by the parametre, is played back and, once it has ended, the line is freed.
Repeat prompting message	The menu prompting message is repeated.
Menu recall ( )	The menu (01~10) defined by the parametre is recalled.
Menu recall ( ) with user PWD	Once the user password has been entered, the menu (01~10) defined by the parametre is recalled.
Relay ( ) ON	The relay (01~05) defined by the parametre is enabled (contact is closed). If the parametre 00 is entered, the choice of the relay must be made by the caller during the use phase.
Relay ( ) OFF	The relay (01~05) defined by the parametre is disabled (contact is open). If the parametre 00 is entered, the choice of the relay must be made by the caller during the use phase.
Relay ( ) impulse	The relay (01~05) defined by the parametre is enabled for 1 programmable second. If the parametre 00 is entered, the choice of the relay must be made by the caller during the use phase.
Access to remote programmer with installer PWD	Once the installer password has been entered, it is possible to access remote programmer.
Handsfree ambient listening	Ambient listening is done through the handsfree chosen by the caller during the use phase.
Handsfree ambient listening ( )	The telephone handsfree (41~46 or 48), defined by the parameters, turns on allowing ambient listening.

Note: we recommend inserting relay programming in a password-protected menu.

*Note: as a factory setting, the menus 01~09 are pre-set so that, when the caller presses the * button, and after having entered the user password, the control menu is recalled (menu 10).*

Defining the "Operating button" event

Allows defining a digit, common to all menus, that, when dialled, diverts the call directly to the extension enabled to answer the incoming calls over the present line.

DEFAULT: no digit defined as "Operating button".

Note: it is not possible to assign other actions to the event programmed as "Operating button".

Assigning the "Operating button" event

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2805.
- Enter the event:

  00 the external user selects the 0 button
  01 the external user selects the 1 button
  .....
  09 the external user selects the 9 button
  0* the external user selects the * button
  0# the external user selects the # button
- Wait for the confirmation tone and hang up.

Deleting the "Operating button"

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 280520.
- Wait for the confirmation tone and hang up.

Note: deleting the "Operating button" event involves defining the dialling as "Non-activated".

SERVICE CLASSES

You can configure up to eight service classes allow or restrict dialling over the external and GSM lines.

You can define unrestricted digits (area code, number, part of area code or number) for outgoing calls.

Operating rules

- Each group can be associated with more than one numeric sequence.
- The sequence of digits defined in one class is restricted to the other groups.
- The * digit allows dialing from 0 to 9 and it is associated with class 1 by default.
- Filter segments have a maximum length of 16 digits.
- You can define 32 different sequences of restricted digits.
- If, for example, you define 0 in class 2 and 00 in class 3, an International telephone number like 0052123456789 will be considered in class 3, even if it starts with 0.

DEFAULT:

- class 01: *
- class 02: empty or it can include the area code entered while setting an advanced default configuration.
- class 03: 0
- class 04: 00
- class 05: 3
- class 06: empty
- class 07: empty
- class 08: premium service numbers (144, 166, 899).

Entering filtre sequences in a service class

21721 XX(service class) X...X(filtre sequence) # (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 21721.

- Dial the number of the service class (from 01 to 08).
- Dial the desired area code, the number, part of area code or number.
- Dial # to confirm.
- Wait for the confirmation tone and hang up.

Note: repeat the operation to enter multiple filtre sequences in the same service class.

Note: the same filtre sequences cannot be assigned to different service classes.

Removing filtre sequences from a service class

21720 XX(service class X...X(filtre sequence) # (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 21720.
- Dial the the number of the service class (from 01 to 08).
- Dial the the filtre sequence to be removed.
- Dial # to confirm.
- Wait for the confirmation tone and hang up.

Deleting a service class

Allows deleting a service class.

2174 XX (service class) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2174.
- Dial the number of the service class (from 01 to 08).
- Wait for the confirmation tone and hang up.

LCR

The LCR (Least Cost Routing) service allows you to route the outgoing calls over either of the two lines (analogue or GSM), according to the dialled number, for cost optimization purposes.
LCR settings are based on service classes, which have to be previously programmed.
Each service class must be associated with compatible lines. As for the analogue line, the service class can be also associated with a provider present over the line. Europa GSM will automatically dial the provider code.

E.g.: a service class containing the sequence "3" (initial digit of cell phone numbers) should be assigned to the GSM line for cost optimisation.

Note: in order for different extensions to use the LCR system, the service must be enabled via the "Service activation" programming in the "Extension programming" chapter.

Note: the manual engagement of the line, or the selection via the "line" button of the ST 600 Personal Phone system telephone, deactivates the LCR function.

	SC1	SC 2	SC 3	SC 4	SC 5	SC 6	SC 7	SC 8
L1/GSM Lines								
Provider code L1								

Assigning the lines to a service class

Allows you to associate one or both the lines to a service class.
DEFAULT:
- service classes 01~04 and 06~08: analogue line / GSM line
- service class 05: GSM line / analogue line.

2177 XX (service class) X (line)

(confirm)

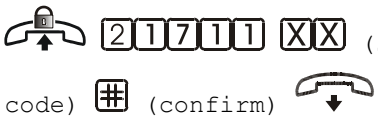
- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2177.

- Dial the number of the service class (from 01 to 08).
- Dial:

  1 analogue line
  2 GSM line
  8 analogue line / GSM line
  9 GSM line / analogue line
- Wait for the confirmation tone and hang up.

Assigning a provider to a service class

Allows you to assign the telephone provider code to a service class.
DEFAULT: no provider code associated with a service class.



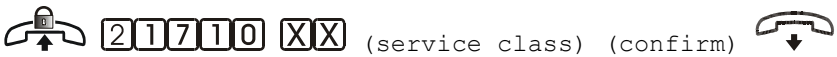
- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 21711.
- Dial the number of the service class (from 01 to 08).
- Dial the the provider code (max. 6 digits).
- Dial # to confirm.
- Wait for the confirmation tone and hang up.

E.g.: to assign the provider with identification number 1055 to service class 3 dial: ***21711 03 1055#.***

Note: in the event Europa GSM is an extension of another telephone exchange, you can enter the access code to the external line instead of the provider code.

Deleting a provider code

Allows you to delete the telephone provider code assigned to a service class.



- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 21710.
- Dial the number of the service class (from 01 to 08).
- Wait for the confirmation tone and hang up.

GSM IDENTIFICATION OPTIONS

Setting the international code

Allows you to set the international code, that is, the part of the number identifying the country. Through this programming, the caller identification, belonging to the same country, is displayed without the code.

DEFAULT: 39.

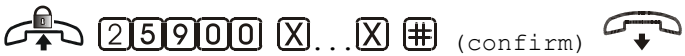
- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 25902.
- Dial the International code of the country (max. 5 digits).
- Dial # to confirm.
- Wait for the confirmation tone and hang up.

E.g.: in order to set the international code for Italy 39. dial: 25902 39#.

Setting the international access code

Allows you to set the international access code.

DEFAULT: 00.



- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 25900.
- Dial the International access code (max. 5 digits).
- Dial # to confirm.
- Wait for the confirmation tone and hang up.

E.g.: to set the international access code 00 dial: 25900 00#.

Identification display mode

Allows you to define whether, upon an incoming call, the caller identification should be shown on the displays of the various extensions (CLIP).

DEFAULT: identification displayed.

2702 X(activation) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2702.
- Dial:

  0 Identification not displayed
  1 Identification displayed
- Wait for the confirmation tone and hang up.

Identification restriction if connected user

You can decide whether to send your telephone number to the calling user, when answering an incoming call (COLP). This service is enabled only in some countries.

DEFAULT: number sent.

2703 X(activation) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2703.
- Dial:

  0 Number not sent
  1 Number sent
- Wait for the confirmation tone and hang up.

Identification restriction if calling user

You can decide whether to send your telephone number to the called user (CLIR).

DEFAULT: number sent.

2704 X(activation) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2704.
- Dial:

  0 Number sent

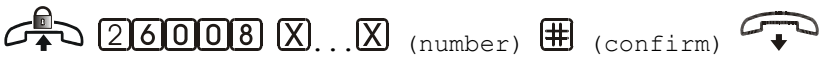
1 Number not sent

- Wait for the confirmation tone and hang up.

SMS OPTIONS

Defining the system administrator

Allows you to enter the system administrator number (cell phone or any other device enabled to send and receive SMSs).



- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 26008.
- Dial the system administrator number (cell. or other).
- Dial # to confirm.
- Wait for the confirmation tone and hang up.

Deleting the system administrator number

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 26009.
- Wait for the confirmation tone and hang up.

Defining SMS forwarding to the administrator

Allows determining whether the incoming SMSs should be forwarded to the system administrator.

DEFAULT: forwarding to system administrator allowed.

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 26004.

- Dial:

  0 sms forwarding not allowed
  1 sms forwarding allowed

- Wait for the confirmation tone and hang up.

Deleting messages in the SIM card

Allows you to delete all the messages from the SIM card.

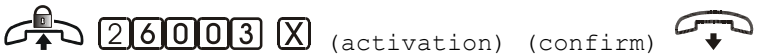
- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 26000.
- Wait for the confirmation tone and hang up.

WARNING
Cancel messages in the SIM card regularly to prevent memory exhaustion.

Programming authorisation via SMS

Allows determining whether via SMS programming should be reserved to the administrator, or allowed to everyone. In any case, a notification message can warn of the programming carried out.

DEFAULT: via SMS programming allowed to everyone.



- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 26003.
- Dial:

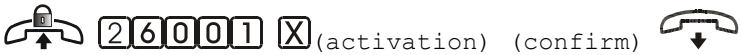
  0 to allow programming to everyone
  1 to allow programming only to the administrator

- Wait for the confirmation tone and hang up.

Setting the notification message

Allows sending a notification SMS on the completion of the programming to the number that sent the programming.

DEFAULT: notification number sent.



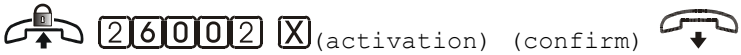
- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 26001.
- Dial:

  0 notification NOT required
  1 notification required
- Wait for the confirmation tone and hang up.

Setting the notification message to the administrator

Allows sending a notification SMS on the completion of the programming to the administrator number.

DEFAULT: notification message sent to the administrator.



- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 26002.
- Dial:

  0 notification NOT required
  1 notification required
- Wait for the confirmation tone and hang up.

ACTUATOR RELAY CONFIGURATION

Europa GSM has 5 actuator relays.

Note: in presence of a traditional doorphone board, relays 4 and 5 can also be activated through the door opening function, if the impulse functioning is not enabled.

This programming allows configuring each actuator relay:

1	**Local access with password**	Determines whether the extensions should enter a password to use the relays.
2	**Deactivation**	Determines whether it is possible to deactivate the relay (open contact).
3	**Activation**	Determines whether it is possible to activate the relay (close contact).
4	**Impulse**	Determines whether it is possible to activate the relay for a fixed programmed amount of time (the closure time of the contact can be set only via remote programmer software).
5	**Time-set**	Determines whether it is possible to activate the relay for the amount of time specified when requiring the service.
6	**Relay condition at startup**	Determines the relay status at the startup of Europa GSM: activated, deactivated or automatic (that is, the relay will assume the status at the previous switch-off).

DEFAULT:
- local access with password: password required for all relays;
- deactivation: all relays are deactivated;
- activation: all relays can be activated;
- impulse: all relays can be activated for a pre-set amount of time;
- time-set: all relays can be activated for the amount of time specified when requiring the service;
- relay condition at startup: all relays are deactivated.

2880 X (relay number) X(local access) X (switch-off) X (startup) X(impulse) X(time-set) X (condition at startup) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2880.
- Select the number of the relay to be configured (1 ~ 5).
- For configurations from 1 to 5 dial:

  0 to DISABLE
  1 to ENABLE
- For configuration 6 dial:

  0 for ON
  1 for OFF
  2 for AUTOMATIC
- Wait for the confirmation tone and hang up.

ST SERIES TELEPHONES MEMORY BUTTONS

ST series telephones (ST200, ST300, ST350 and ST400) are provided with 14 or 15 direct memory buttons, which can be used to activate Europa GSM services.

This programming allows you to modify the factory settings, and to associate each button with a certain service.

DEFAULT:

Button	Function
M01	Extension 41
M02	Extension 42
M03	Extension 43
M04	Extension 44
M05	Extension 45
M06	Extension 46
M07	Call group1
M08	External call forwarding

M09	Doorphone
M10	Door 1
M11	Door 2
M12	Doorphone call forwarding
M13	Voicemail messages playback
M14	ABSENT profile
M15	

Assigning a service to a memory button

2871 XX (button) X...X (code) # (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2871.
- Dial the button number (01~15).
- Dial the code of the service to be assigned to that button.
- Dial # to confirm.
- Wait for the confirmation tone and hang up.

Deleting a service from a memory button

2870 XX (button) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2871.
- Dial the number of the button (01~15) from which to delete the service.
- Wait for the confirmation tone and hang up.

EXTERNAL MUSIC SOURCE

Allows you to enable the external music source (A50 or other).

DEFAULT: music on hold excluded on both lines.

2680 X(activation) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2680.
- Dial:

  0 to exclude music on hold
  1 to insert music on hold
- Wait for the confirmation tone and hang up.

PHONEBOOK

Up to 100 numbers can be stored in the Europa GSM phonebook for quick dialling.

Storing a telephone number

2930 XXX(position in the phonebook) X ...X(telephone number) # (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2930.
- Dial the three digits corresponding to the position in the phonebook (from 001 to 100) in which to store the number.
- Dial the telephone number of the subscriber.
- Dial # to confirm.
- Wait for the confirmation tone and hang up.

Deleting a stored number

Note: to delete all the numbers in the phonebook, please refer to the paragraph "Deleting the phonebook" at page 43.

2931 XXX(position in the phonebook) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2931.
- Dial the three digits corresponding to the position in the phonebook (from 001 to 100) in which the number is stored.
- Wait for the confirmation tone and hang up.

Assigning a stored number to an extension

Allows diverting incoming external calls, from a number stored in the phonebook, to a certain extension.

2932 XXX(position in the phonebook) XX [X] (extension number) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2932.
- Dial the three digits corresponding to the position in the phonebook (from 001 to 100) in which the number is stored.
- Dial the extension number to which assign the stored number.
- Wait for the confirmation tone and hang up.

Deleting the assignation

2934 XXX(position in the phonebook) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2934.
- Dial the three digits corresponding to the position in the phonebook (from 001 to 100) in which the number is stored.
- Wait for the confirmation tone and hang up.

Assigning a stored number to a VIP line

Allows diverting incoming external calls from a number stored in the phonebook, to a certain VIP line.

2933 XXX(position in the phonebook) XX (VIP line) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2933.
- Dial the three digits corresponding to the position in the phonebook (from 001 to 100) in which the number is stored.
- Dial the two digits identifying the VIP line to which assign the stored number:
  11 VIP1
  12 VIP2
  13 VIP3
  14 VIP4
- Wait for the confirmation tone and hang up.

Deleting the assignation

2935 XXX(position in the phonebook) (confirm)

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 2935.
- Dial the three digits corresponding to the position in the phonebook (from 001 to 100) in which the number is stored.
- Wait for the confirmation tone and hang up.

PRINTING THE CALL LIST

Through a USB port, it is possible to connect Europa GSM to a PC to acquire information on incoming/outgoing calls stored in the buffer memory, and print it with the printer connected to the PC.
In order to display the information, a normal terminal emulation programme (e.g.: Hyper Terminal) must be used. As for the PC connection and the parametre settings, see "

Connection to the PC" at page 31.

Note: the buffer memory is of cyclic kind, and can contain up to 80 calls. To delete all the calls in the buffer memory, please refer to the paragraph "Deleting the buffer memory" at page 43.

Format of the data displayed by the PC

```
1        10        20        30        40        50        60        70        80
|........|.........|.........|.........|.........|.........|.........|.........|...
001) PSTN (U)  41 0717506066       "Esse-Ti Telec.  " 12/06/2008 15:48:25 00:01:35
```

Description	Start column	Number of characters	Format
Extension	1	3	
External line used	6	4	PSTN: analogue GSM: GSM
Type of call	11	3	(I): incoming (O): outgoing
Extension number	15	3	
Dialling	19	16	
Name associated with the number	37	16	
Date	55	10	day/month/year
Time	66	8	hour:mins:secs
Duration	75	8	hour:mins:secs

The end of the string is given by LF and CR.

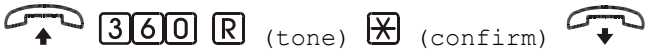
Sending data to the PC

Allows sending data of all the calls in the buffer memory to the PC.

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 204 185.
- Wait for the confirmation tone and hang up.

EXTENSION FLASH TIME

Flash time refers to the clearing time of the line that allows placing the telephone conversation on hold.
Europa GSM is able to acquire the flash time of an extension if it is associated with a non-approved telephone.
The operation has to be carried out from the interested extension.



- Pick up the handset of the handset to be sampled
- Dial the code 360.
- Press the flash button and wait for the 4-second tone.
- Dial *.
- Wait for the confirmation tone and hang up.

Note: it is not necessary to enable programming to access this service.

Note: if the telephone of an extension is to be replaced, the operation needs to be repeated.

REMOTE PROGRAMMING

A remote programming of Europa GSM is possible either via remote programmer device, or by sending programming codes via SMS.

REMOTE PROGRAMMING

Remote programming can be accessed through user consent, or through a previously set OPA menu.

Access through user consent

The user must enable access to the Europa GSM remote programming with a code.

(conversation) R 3910. (confirm)

- Call the service centre or the installer with remote programmer device from the Europa GSM extension, or make them call you.
- When prompted, dial the remote programming activation code: R3910.
- Wait for the confirmation tone and hang up.

Access from OPA menu

The OPA menu must be appropriately programmed, by assigning the operation "Access to remote programmer with installer PWD" to a button (see "Automatic operator (OPA)).

- The service centre or the installer with remote programmer device calls Europa GSM from remote.
- Listen to the OPA menu prompting message, and, once over, dial the number associated with access to the remote programmer.
- Dial the installer password after the tone.

SMS

All programmings that can be made through the system administrator telephone can also be made via SMS.
Via SMS programming can be made from any cell number, or only from the system administrator number.
A notification SMS of the completed programming can be required to both the number that sent the programming, and the system administrator number (see "SMS options" at page 88).

Message format

Each programming SMS must include the user password, allowing to access programming and the code of the programming to be made.
The message format must be as follows:

psw:x...x c:n...n

In which:
x...x: user password
n...n: programming code

Note: a space must be inserted between the last digit of the user password and the following letter c.

Note: the message can include both upper-case and lower-case letters.

Note: the programming code sent via SMS has the same format of the one from local.

Note: if the message is sent from the administrator number, it is sufficient to insert only the code c:n...n .

E.g.: if you want to enable the external music source.
The password used in this example is the factory password 00000.
Text of the message to be sent: ***psw: 00000 c: 26801****.*
If the command is sent by the system administrator, the text can appear like this: ***c:26801***

WARNING

These programmings have to be performed through SMSs sent from a cell phone or from other apposite devices. Programmings carried out through SMSs sent via the Internet may not have a positive outcome.

Notification message format

The notification message to the user or to the system administrator that sent the programming SMS will be as follows:

Europa GSM has performed the function “n...n”!

The notification message to the system administrator, in the event the programming was sent by another user, will be as follows:

Europa GSM has performed the function “n...n” required by: m...m

In which:
n...n: programming code
m...m: number of the user who sent the programming

In the event the programming message format is correct, but the command sent is not valid, the notification message will be as follows:

Europa GSM: command not accepted!

Note: Europa GSM does not send any notification message if the programming message format or the entered password are incorrect.

SERVICES

WARNING

Europa GSM allows two external conversations and two internal conversations at the same time, but it allows to dial only one number at a time. Therefore, if picking up the handset you don't receive the dialling tone, hang up and wait for the other extension to finish dialling.

*Note: the following paragraphs describe how to use the telephone services with multifrequency (MF) telephones; if you have to use a decadic (DC) telephone, dial **2** instead of pressing the **R** button.*

PROFILES

The 3 Europa GSM profiles (PRESENT/ABSENT/RELAX) can be recalled in the following ways:

- by dialling a code from the telephone of the system administrator, or by sending the same code via SMS;
- by closing or opening an alarm input;
- by pressing the special button on Esse-Ti telephones;
- automatically according to the daily and weekly time bands.

In case the previous events overlap, the priority order will be as follows:

- telephone code / SMS
- button
- alarm input (when automatic profile recall is set)
- weekly time band
- daily time band.

*Note: Europa GSM is factory set so that, whatever the default configuration, the closure of the alarm contact **All 4** will recall the ABSENT profile. The configuration of the digital inputs is made via remote programmer software.*

Note: the possibility to recall a profile though the opening or the closure of an alarm input presupposes setting the "automatic

mode" during the "Recalling a profile permanently" programming described below.

Recalling a profile permanently

Allows recalling the PRESENT, ABSENT and RELAX profiles permanently, or it allows enabling automatic profile recall according to the set time bands.

Note: the profile used by Europa GSM can be displayed only through the ST 600 Personal Phone system telephone.

Note: profile recall is not password-protected.

DEFAULT:

- **Home 10** and **11** configurations: AUTOMATIC mode (since the daily time bands are not set, the PRESENT profile will always be used);

- **Office 20**, **21** and **22** configurations: AUTOMATIC mode (PRESENT profile from 8.00 a.m. to 12.00 p.m. and from 2.00 p.m. to 6.00 p.m.; ABSENT profile during the rest of the day).

PRESENT profile

Allows passing, alternatively, from permanent PRESENT profile, to automatic profile recall.

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 230.
- Wait for the enabled/disabled service message and for the confirmation tone and hang up.

Note: by sending the code 230 via SMS, you will recall the PRESENT profile only. .

ABSENT profile

Allows passing, alternatively, from permanent ABSENT profile, to automatic profile recall.

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 231.
- Wait for the enabled/disabled service message and for the confirmation tone and hang up.

Note: by sending the code 231 via SMS, you will recall the ABSENT profile only.

RELAX profile

Allows passing, alternatively, from permanent RELAX profile, to automatic profile recall.

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 232.
- Wait for the enabled/disabled service message and for the confirmation tone and hang up.

Note: by sending the code 232 via SMS, you will recall the RELAX profile only.

AUTOMATIC mode

Allows enabling the automatic profile recall mode according to the set time bands.

- Pick up the handset of the system administrator extension (extension 41).
- Dial the code 233.
- Wait for the enabled/disabled service message and for the confirmation tone and hang up.

DISPLAYING CALLER IDENTIFICATION

The caller identification (CLI) is visible to all extensions provided with displays. On predisposed telephones, it is possible to display the name associated in the phonebook.

The caller identification is displayed even when DISA, automatic operator, or automatic FAX recognition services are enabled, and when an external call is diverted from one extension to another.

Note: Europa GSM displays also the internal caller identification.

INTERNAL CALLS

It refers to the possibility for an extension to have a conversation with another extension.

XX[X] (extension number) (tone)

- Pick up the handset.

You will receive a dialling tone.

If you receive a dissuasion tone, make sure that another extension is not dialling a telephone number at the same time. If so, hang up and wait a moment.

- Dial the two (or three) digits indicating the extension number (the first digit must be a 4).

If the called user is free, you will hear a call tone.

If the called user is engaged, you will hear an engagement tone.

- The called extension will pick up the handset.

The conversation starts.

- When the conversation ends, hang up.

As soon as one of the two extensions hangs up, the other will receive a dissuasion tone.

*Note: in case the **HOME** default configuration is set, or in case an extension is programmed with automatic engagement of the external line, in order to make internal calls it is necessary to press the R (flash) button before the number.*

Calling extension groups

It refers to the possibility for an extension to call an extension group at the same time. This way, it is possible to look for a person in various rooms, without having to call all the extensions one by one. Europa GSM is provided with two internal call groups.

DEFAULT:

- group 1 (extensions 41, 42, 43, 44, 45, 46), number: 40;
- group 2 (extensions 41, 42,43), number: 49.

XX[X] (extension group number) (tone)

- Pick up the handset.

You will receive a dialling tone.

If you receive a dissuasion tone, make sure that another extension is not dialling a telephone number at the same time. If so, hang up and wait a moment.

- Dial the two (or three) digits indicating the extension number (the first digit must be a 4).

All the extensions belonging to the called group will ring at the same time.

- One of the called extensions will pick up the handset.

The conversation starts. The other extensions will stop ringing.

EXTERNAL CALLS

Outgoing external calls

It refers to the possibility for the extensions to make calls over the external lines. Moreover, Europa GSM is provided with an automatic routing system (L.C.R.), which, once appropriately programmed, is able to automatically select the least expensive line for the call to be made.

Home initial situation

The extensions are programmed to access the public network.

X(line) X...X (subscriber)

- Pick up the handset.

You will receive the dialling tone.

- Dial the number of the desired subscriber.

If it is free, you will receive a call tone.

If it is engaged, you will receive an engagement tone.

The conversation will start when the called person will pick up the handset.

Office initial situation

The extensions are programmed to access the public network.

X(line) X...X (subscriber)

- Pick up the handset.
- Dial the number:

0 to access the first line available, or to use the L.C.R. system

(when enabled)

81 to manually access the analogue line (if present)
82 to manually access the GSM line

- Dial the number of the desired subscriber.

If it is free, you will receive a call tone.

If it is engaged, you will receive an engagement tone.

The conversation will start when the called person will pick up the handset.

Note: as for the GSM line, once you've dialled the number, you can either press the # button (which replaces the "ENTER" button of the cell phones) to send the call immediately, or you can wait for the call to be automatically forwarded as soon as the inter-digit time has expired (10 seconds).

Note: if you do not start dialling within 10 seconds from engaging the external line, the extension is encapsulated (the user will receive a dissuasion tone and will have to hang up in order to make the call).

Note: if the extension is not enabled to use an external line, and tries to access it manually, a dissuasion tone will be received.

Note: dialling is not delayed when L.C.R. service is enabled.

Note: when L.C.R. service is enabled, and you dial 0 to engage the external line, you will receive a modulated dialling tone (L.C.R. tone).

Note: selecting the external line manually, will exclude the L.C.R. service.

Incoming external calls

Allows the extensions to answer calls from external lines. This service can be customised for each extension during the programming phase.

Initial situation 1

The extension is programmed to receive external calls.

(ring)

- The extension rings.
- Pick up the handset.

Conversation starts.

Initial situation 2

Extension engaged in a conversation.

(call waiting tone) (ring)

- You will receive a call waiting tone. Extensions will hang up and the conversation will end.

The extension rings.

- Pick up the handset.

Conversation starts.

CALL PICK UP

Call pick up – external calls

Allows extensions with call pick up enabled, to answer incoming calls over the external line.

Initial situation

Incoming call from external line in progress and extension free.

5

- Pick up the handset.
- Dial 5.

Conversation starts.

Call pick up upon waiting tone

Allows busy extensions to answer incoming external calls or diverted calls.

Initial situation

Extension engaged in an internal or external conversation, call waiting tone.

R 5

- Put the conversation on hold by pressing R.
- Dial 5.

Conversation starts.

Note: if the conversation put on hold is with an extension, the call is ended.

Note: the call waiting tone can be excluded by activating the "do not disturb" service; see paragraph "Do not disturb".

Selective call pick up

It allows an extension to pick up external or internal calls directed to another extension.

Initial situation

Internal or external call to another extension in progress.

353 XX[X] (extension number)

- Pick up the handset and dial 353.
- Dial the two (or three) digits indicating the number of the extension that is ringing upon a call.

Conversation starts.

The called extension stops ringing.

Note: Europa GSM can be programmed so that calls from specific extensions cannot be answered this way; see paragraph "Service activation".

PUTTING A CALL ON HOLD – INTERNAL CALLS

It allows putting an internal call on hold, make a second call and then retrieve the first one.

Initial situation

Conversation with an internal user.

R XX[X] (extension number) RR

- Press R.

You will hear the dialling tone.

The other extension will hear the waiting tone.

- Dial the two (or three) digits indicating the number of the desired extension.
- Establish a second internal call.
- Press R twice to retrieve the conversation with the first user.

The second user will hear the dissuasion tone.

Note: if the person who has put the first conversation on hold hangs up, the conversation between the first and second called person continues.

PUTTING A CALL ON HOLD – EXTERNAL CALLS

Putting an external call on hold

Allows you to temporarily suspend an ongoing conversation with an external user.

Initial situation

Conversation in progress over the external line.

R (tone)

- Press R.

You will hear the dialling tone.

The external line is put on hold, and the external user will hear the waiting tone.

R (within 10 seconds from putting on hold)

R R (after 10 seconds from putting on hold)

- To retrieve the conversation: if more than 10 seconds have elapsed from pressing R, press R twice, if not, press R once.

Note: the external line can be put on hold immediately, in case of both incoming and outgoing calls.

Note: if you hang up without resuming the external line on hold, your telephone will ring to remind you of the external call on hold (return call).

Putting an external call on hold and making an internal call

Allows temporarily suspending an ongoing conversation with an external user, making an internal call, and then retrieving the external call put on hold.

Initial situation

Conversation in progress over the external line.

R XX[X] (extension number) (conversation) RR|

- Press R to put the external line on hold.
- Dial the two (or three) digits indicating the number of the desired extension.

The called extension rings.

- Establish the internal conversation.
- To retrieve the external call put on hold, press R twice, or ask the internal user to hang up.

In the latter case, the external line is retrieved automatically.

Note: if during the internal conversation the handset is hung up, the conversation will continue between the other two users.

Putting an external call on hold and making a call over the other external line

Allows temporarily suspending an ongoing conversation with an external user, to make a call over the other line.

Initial situation

Conversation in progress over an external line.

[R] [0] [X]...[X] (subscriber) (conversation) (ring)

- Press R to put the external line on hold.
- Dial 0 to engage the other external line, and then dial the number of the subscriber.

Conversation with a second external user is established.

- Hang up when conversation ends.

The telephone rings.

- To retrieve the conversation previously put on hold, pick up the handset.

Putting a second external line on hold

It allows putting a second external line on hold, with a first one already on hold.

Initial situation

First external line on hold; conversation in progress over the second line.

[R] [R][R] (conversation) (ring)

- Press R to put the second external line on hold.
- To retrieve conversation over the second external line: if more than 10 seconds have elapsed from the previous operation, press R twice, if not, press R once.
- Hang up when the conversation with the second external user ends.

The telephone rings.

- To retrieve the conversation previously put on hold, pick up the handset.

ALTERNATED CALL BACK

Allows you to switch quickly between two calls by putting one call on hold and resuming the other call. The conversations can be both over internal line, both over external line, or one over the internal line and one over the external line.

Initial situation

Conversation in progress over a line (internal or external) and conversation on hold over the other line (internal or external).

R 0

- Dial R followed by 0 to switch from one conversation to the other.

  Note: it is possible to continue indefinitely.

  Note: the external line you are connected to can be transferred at any time.

CALL TRANSFER

Allows you to transfer an external call to another extension. Call transfer can be done with or without permission.

Call transfer with permission

Allows transferring an external call to an extension, after asking for permission.

Initial situation

Conversation in progress over the external line.

R XX[X] (extension number) (conversation)

- Press R to put the external line on hold.
- Dial the two (or three) digits indicating the number of the desired extension.
- Establish the internal conversation.
- Hang up to transfer the external call to the extension.

Automatic call transfer

Allows transferring a call to an extension automatically, without asking permission.

Initial situation

Conversation in progress over the external line.

R XX[X] (extension number)

- Press R to put the external line on hold.
- Dial the two (or three) digits indicating the number of the desired extension.
- Hang up without waiting for the extension to answer.

The call is transferred automatically.

The external user will hear the call control tone.

Note: if the extension does not answer the transferred call within 50 seconds, the call will return to the transferring user.

Note: if the extension is engaged, it will receive a call waiting tone for 50 seconds, and then the call will return to the transferring user. If the extension is not available for any other reason, the call will be immediately returned to the transferring user.

Note: the return call to the transferring user lasts 15 seconds, after which the call will be returned to the extensions enabled to receive incoming external calls for further 120 seconds. Once this amount of time has elapsed, the external line will be cleared.

Transferring a second external call

Allows you to transfer (with or without permission) a second external call to an extension, keeping the first external line on hold.

Initial situation

First external line on hold; conversation in progress over the second line.

R XX[X] (extension number) [announcement]

(ring)

- Press R to put the second line on hold.
- Dial the two (or three) digits indicating the number of the desired extension.

- Establish the conversation with the called extension (call transfer with permission).
- Hang up to transfer the second external call to the called extension.

The telephone will ring.

- Pick up the handset to resume the conversation over the first external line previously put on hold.

CALL PARKING

Allows placing an external call on hold and parking it. The call can be then resumed also from a different extension.

Parking an external call

Initial situation

Conversation in progress over an external line.

R 3 3 4 (confirm)

- Press R and then dial the code 334.
- hang up once you have received the confermation tone.

The external user will hear the waiting tone.

Note: both the external lines can be parked at the same time.

Note: the parked call can be retrieved by any extension within 120 seconds. If not, the extension that parked the call will receive a return call.

Note: as for the ST 600 Personal Phone, the line LED will flash to indicate the parked line.

Retrieving the parked external line

Initial situation

Parked external line.

X X (line)

- Pick up the handset and dial the number of the parked external line:
  81 analogue line
  82 GSM line

Conversation starts.

CONFERENCE

Allows establishing a conversation between three parties, which can be:

- three internal users;
- two internal users and one external user;
- one internal user and two external users.

Initial situation

Internal or external conversation in progress; an extension or an external line on hold.

R 7

➢ Press R.

You will hear the dialling tone.

➢ Dial 7.

➢ The three-party conversation starts.

Note: during the conference all the participants will hear the conference tone, which stops as soon as one of the participants hangs up, interrupting the three-party conference. The remaining users will continue the conversation.

Note: in case of conference between an internal and two external lines, the latter will be cleared as soon as the internal user hangs up.

EXTERNAL-EXTERNAL CONVERSATION

Allows establishing a conversation between two external users prior interconnection by an internal operator.

Initial situation

Conversation in progress between an internal user and an external line; the other external line is on hold.

R 339

➢ Press R.

You will hear the dialling tone.

➢ Dial the code 339.

If the operation has been carried out correctly, you will receive the confirmation tone.

- Hang up.

Note: when one of the two users clears the conversation, the second external line is also cleared.

ANSWERING AN EXTERNAL CALL WITH PICK UP

This service allows an extension, provided with an ST 600 system telephone, to answer an incoming external call by pressing the special line button.

Note: the extension must be enabled to use this service (see "Service activation" at page 59).

BASIC PICK UP

An extension engaged in a conversation or not enabled to ring, can answer one or more incoming external calls by pressing the special line button (L1~L2) on ST 600 telephones.

Initial situation:

Extension engaged in a conversation or extension not enabled to ring upon incoming external calls. One or more incoming external calls.

- Press the ST 600 telephone button corresponding to the line of the incoming call.

Conversation starts. Any conversation in progress will be put on hold.

SELECTIVE PICK UP

An extension can answer one or more incoming external calls only by pressing the special line button (L1~L2) on ST 600 telephones.

Initial situation:

Extension in idle state. One or more incoming external calls.

- Pick up the handset.

You will receive the dialling tone.

- Press the button on the ST 600 telephone corresponding to the line of the incoming call.

Conversation starts.

Or:

Extension engaged in a conversation. One or more incoming external calls.

- Press the button on the ST 600 telephone corresponding to the line of the incoming call.

Conversation starts. Any conversation in progress will be put on hold.

AUXILIARY SERVICES

WARNING

Europa GSM allows two external conversations and two internal conversations at the same time, but it allows to dial only one number at a time. Therefore, if picking up the handset you don't receive the dialling tone, hang up and wait for the other extension to finish dialling.

*Note: the following paragraphs describe how to use the telephone services with multifrequency (MF) telephones; if you have to use a decadic (DC) telephone, dial **2** instead of pressing the **R** button.*

ANNOUNCEMENT OVER EXTERNAL AMPLIFIER

Allows making an announcement over an external amplifier connected to the Europa GSM amplifier output.

3 3 2 (announcement)

- Pick up the handset and dial the code 332.

A sequence of notes will be sent on the amplifier as an announcement advice.

- Make the announcement.
- Hang up.

Note: the announcement can be made while the internal/external user is on hold. In this case, press R twice to retrieve conversation.

Note: all the extensions are enabled to use this service by default (see "Service activation" at page 59).

ALARM CLOCK

Allows you to activate an alarm clock on your extension. At the set time, the extension will ring for 2 minutes (if the user is engaged in a conversation, he will hear a waiting call tone) and the display will show the message "ALARM!".
It is possible to set an individual alarm (active only once) or a daily alarm (active every day at the same time).

Note: you can set only one alarm for each extension.

Individual alarm

3 5 0 X X (hour) X X (minutes) (confirm)

- Pick up the handset and dial the code 350.
- Dial the hour (two digits) and the minutes (two digits).

If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

- Hang up.

Note: the alarm can be disabled by dialling the code 350. You will receive the message that the service is disabled.

Daily alarm

3 5 1 X X (hour) X X (minutes) (confirm)

- Pick up the handset and dial the code 351.
- Dial the hour (two digits) and the minutes (two digits).

If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

- Hang up.

Note: the alarm can be disabled by dialling the code 351. You will receive the message that the service is disabled.

Cancelling the alarm

3 5 2 (confirm)

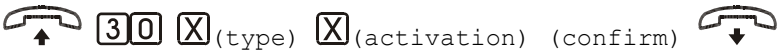
- Pick up the handset and dial the code 352.

If the operation has been carried out correctly, you will receive a message that the service is disabled, and you will hear the confirmation tone.

- Hang up.

DO NOT DISTURB

Allows excluding external, internal, doorphone, and DISA calls, as well as waiting tones for external and doorphone calls to your extension.



- Pick up the handset and dial the code 30.
- Dial the number indicating the desired type of "do not disturb" service:

0	External call
1	Internal call
2	Doorphone call
3	DISA or DDI call
5	Paging call
6	External call waiting tone
7	Doorphone call waiting tone
9	All types of calls

- Dial:

0	DISABLE
1	ENABLE
2	AUTOSET

- Wait for the confirmation message and the confirmation tone and hang up.

Note: by selecting AUTOSET Europa GSM inverts the status of the service.

Note: the extension must be enabled to use this service (see "Service activation" at page 59).

CALL FORWARDING

Allows forwarding the calls to your extension to another extension. This service has three activation modes available:

- Call forwarding all calls: all calls are automatically diverted to the programmed extension.
- Call forwarding no answer (time call forwarding): the calls are diverted if the extension does not answer within 25 seconds.
- Call forwarding on busy user: the calls are diverted if the called extension is engaged.

Note: the extension that has activated the service can be called from the extension to which calls are diverted.

Call forwarding all calls

Settings and activation

3211 XX[X] (extension number) (confirm)

- Pick up the handset and dial the code 3211.
- Dial the two (or three) digits indicating the number of the extension to which divert the calls.

If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

- Hang up.

Note: the extension must be enabled to use this service (see "Service activation" at page 59).

Deactivation

3210 (confirm)

- Pick up the handset and dial the code 3210.

If the operation has been carried out correctly, you will receive a message that the service is disabled, and you will hear the confirmation tone.

- Hang up.

Autoset

- If the service is not enabled, it allows setting call forwarding to the last destination extension, or it allows entering a new one;
- If the service in enabled, it allows cancelling call forwarding.

3212 [XXX(extension number)] (confirm)

- Pick up the handset and dial the code 3212.
- If necessary, enter a new destination extension.

If the operation has been carried out correctly, you will receive a message that the service is enabled/disabled, and you will hear the confirmation tone.

- Hang up.

Call forwarding no answer (time call forwarding)

Settings and activation

3221 XX[X](extension number) (confirm)

- Pick up the handset and dial the code 3221.
- Dial the two (or three) digits indicating the number of the extension to which divert the calls.

If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

- Hang up.

Note: the extension must be enabled to use this service (see "Service activation" at page 59).

Deactivation

3220 (confirm)

- Pick up the handset and dial the code 3220.

If the operation has been carried out correctly, you will receive a message that the service is disabled, and you will hear the confirmation tone.

- Hang up.

Autoset

- If the service is not enabled, it allows setting call forwarding to the last destination extension, or it allows entering a new one;
- If the service in enabled, it allows cancelling call forwarding.

3222 [XXX(extension number)] (confirm)

- Pick up the handset and dial the code 3212.
- If necessary, enter a new destination extension.

If the operation has been carried out correctly, you will receive a message that the service is enabled/disabled, and you will hear the confirmation tone.

- Hang up.

Call forwarding on busy user

Settings and activation

3231 XX[X](extension number) (confirm)

- Pick up the handset and dial the code 3231.
- Dial the two (or three) digits indicating the number of the extension to which divert the calls.

If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

- Hang up.

Note: the extension must be enabled to use this service (see "Service activation" at page 59).

Deactivation

3230 (confirm)

- Pick up the handset and dial the code 3230.

If the operation has been carried out correctly, you will receive a message that the service is disabled, and you will hear the confirmation tone.

- Hang up.

Autoset

- If the service is not enabled, it allows setting call forwarding to the last destination extension, or it allows entering a new one;
- If the service in enabled, it allows cancelling call forwarding.

3232 [XXX(extension number)] (confirm)

- Pick up the handset and dial the code 3212.
- If necessary, enter a new destination extension.

If the operation has been carried out correctly, you will receive a message that the service is enabled/disabled, and you will hear the confirmation tone.

- Hang up.

Cancelling all call forwarding services

Allows disabling all the call forwarding services.

3240 (confirm)

- Pick up the handset and dial the code 3240.

If the operation has been carried out correctly, you will receive a message that the service is disabled, and you will hear the confirmation tone.

- Hang up.

EXTERNAL CALL FORWARDING

Allows forwarding an incoming external call to another telephone number (using the other external line).

Upon incoming external call, the extension will keep ringing and, at the same time, the call will be diverted to the programmed number. The call can be answered either from the extension or from the called number.

Note: External call forwarding is available only if Europa GSM is equipped with both telephone lines (GSM and analogue).

Note: both the extension and the external line must be enabled (see "Service activation" and "Line activation for external call forwarding" respectively).

Activating external call forwarding

3581 X...X (telephone number) #

- Pick up the handset and dial the code 3581.

- Dial the telephone number to which divert the call.
- Dial # to confirm.

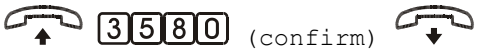
If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

- Hang up.

Note: if you dial only the code 3581, the call will be forwarded to the last number entered.

Note: the call will not be forwarded if the extension is engaged.

Deactivating external call forwarding



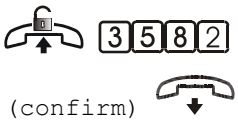
- Pick up the handset and dial the code 3580.

If the operation has been carried out correctly, you will receive a message that the service is disabled, and you will hear the confirmation tone.

- Hang up.

Autoset

- If the service is not enabled, it allows setting call forwarding to the last telephone number entered, or it will allow entering a new destination extension;
- If the service is enabled, it allows cancelling call forwarding.



- Pick up the handset and dial the code 3582.
- If necessary, enter a new destination extension.

If the operation has been carried out correctly, you will receive a message that the service is enabled/disabled, and you will hear the confirmation tone.

- Hang up.

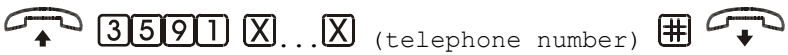
DOORPHONE CALL FORWARDING

Allows forwarding an incoming doorphone call on your extension to a telephone number.

Upon incoming external call, the extension will keep ringing and, at the same time, the call will be diverted to the programmed number. The call can be answered either from the extension or from the called number.

Note: both the extension and the external line must be enabled (see "Service activation" and "Line activation for external call forwarding" respectively).

Activating doorphone call forwarding



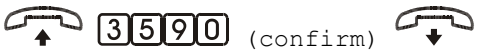
- Pick up the handset and dial the code 3591.
- Dial the telephone number to which divert the call.
- Dial # to confirm.

If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

- Hang up.

Note: if you dial only the code 3591, the call will be forwarded to the last number entered.

Deactivating doorphone call forwarding



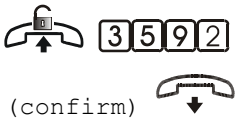
- Pick up the handset and dial the code 3590.

If the operation has been carried out correctly, you will receive a message that the service is disabled, and you will hear the confirmation tone.

- Hang up.

Autoset

- If the service is not enabled, it allows setting call forwarding to the last telephone number entered, or it will allow entering a new destination extension;
- If the service is enabled, it allows cancelling call forwarding.



- Pick up the handset and dial the code 3592.
- If necessary, enter a new destination extension.

If the operation has been carried out correctly, you will receive a message that the service is enabled/disabled, and you will hear the confirmation tone.

- Hang up.

BOOKING ON BUSY USER

Allows booking a call on a busy extension or external line.

Booking a busy extension

By activating this service, as soon as a busy extension is free, both the calling and the called user will receive the internal call signal. Once the call is answered, conversation is established immediately.

Initial situation

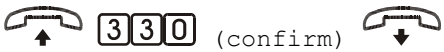
Call to an extension with conversation in progress; engagement tone.

- Press R.
- Dial the code 331.

If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

- Hang up.

Cancelling booking



- Pick up the handset and dial the code 330.

If the operation has been carried out correctly, you will receive a message that the service is disabled, and you will hear the confirmation tone.

- Hang up.

Booking the external line when busy

By activating this service, once available, the external line is booked and the extension that made the booking will receive a call signal.

Initial situation

Call attempt over the external line; engagement tone.

R 331 (confirm)

- Press R.
- Dial the code 331.

If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

- Hang up.

Cancelling booking

330 (confirm)

- Pick up the handset and dial the code 330.

If the operation has been carried out correctly, you will receive a message that the service is disabled, and you will hear the confirmation tone.

- Hang up.

CALLING THE LAST CALLER

Allows calling back the last extension that called you.

357 (tone)

- Pick up the handset and dial the code 357.

If the extension is free, you will hear the call tone.

If the extension is engaged, you will hear the engagement tone.

- The called extension picks up the handset.

Conversation starts.

DISA SERVICE

The DISA (Direct Inward System Access) system allows an external user to call an extension directly.

The service will send the external caller a customisable message according to the PRESENT, ABSENT and RELAX profiles, prompting to dial.

Europa GSM is provided with an immediate DISA service and a delayed DISA service. With the immediate DISA service, upon an incoming call, no extension will ring and the caller will receive the message immediately. With the delayed DISA service, the extensions enabled to receive calls will ring, and the caller will receive the message only if there is no answer after 10 rings.

Once heard the message, the external user can dial the number of the desired extension. If Europa GSM does not detect any dialling within 5 seconds, or if the selected extension is not enabled to receive DISA calls, the call will be diverted to telephones enabled to receive calls from that line. In the event the selected extension does not answer within a programmed time (factory setting 25 seconds), or it is engaged, the call is ended or it is diverted to all the extensions enabled to receive calls from that line.

Note: the DISA service messages are customisable (see "Choosing the DISA message").

Note: the activation of the DISA service does not prevent showing the caller identification (CLI) on the display of the called extension.

Note: through DISA service, the extension can reach directly only the extensions enabled to receive that type of call (see "Service activation" at page 59).

Note: a DISA call unanswered by the selected extension will be diverted to all the extensions enabled to receive calls on the same line, if the service is enabled on the extension. If not, the call will be cleared (see "Service activation" at page 59).

Initial situation:

An external user is making a call from a multifrequency dialling telephone.

- Upon Europa GSM answer, the external user hears the message inviting to dial:"Dial the desired extension, or please hold the line".
- The external user dials (within 5 seconds) the number of the desired extension.

If the called user is free and enabled to receive DISA calls, the external user will hear the call tone.

- The called extension picks up the handset and starts conversation.

The reasons why a DISA call does not go through can be the following:

1. There is no extension with a number compatible with the dialled number. In this case, the call is diverted to the telephones programmed to answer incoming calls over the same line.
2. The extension is engaged.
3. The extension is not enabled to receive DISA calls.
1. The "do not disturb from DISA" is enabled on the extension.

In cases 2, 3 and 4, the call is diverted to telephones programmmed to answer calls from the external line, if the "General call for unanswered DISA call" service is enabled on that extension (see "Service activation", page 59), if not, the call is ended.

Note: moreover, the DISA service allows accessing the control menu (menu n°10) to activate the actuator relays, or to activate handsfree ambient listening (see "Accessing control menu" at page 132).

OPA (AUTOMATIC OPERATOR)

WARNING
DISA service must be enabled over the line in order to use the Automatic operator (see paragraph "DISA service"). Furthermore, the Automatic operator prompting message must be set as a DISA message.

The automatic operator allows you to browse through 10 customisable menus. Each menu allows various operations: calling extensions, playing messages, switching from one menu to the other, activating relays for remote control etc.
Each menu consists of:

- a customisable prompting message indicating the actions available in that menu;
- up to 12 operations to be performed, each corresponding to the telephone buttons.

DEFAULT:

- menus 01~09: no prompting message, no operation assigned to the buttons, except for the * button, which allows recalling the control menu (menu 10).
- menu 10:
  . prompting message: Control menu (message 06)
  . 0 button: allows disabling a relay. The index of the relay must be entered after having pressed 0;
  . 1 button: allows enabling a relay. The index of the relay must be entered after having pressed 1;
  . 2 button: allows enabling a relay for 1 second (programmable). The index of the relay must be entered after having pressed 2;
  . 6 button: turns the handsfree of an extension on. The extension number must be entered after having pressed 6;
  . # button: allows remote access to programming. The installer password must be entered after pressing #.

Initial situation:

An external user is making a call from a multifrequency dialling telephone.

- Upon Europa GSM answer, the external user hears the automatic operator prompting message.
- The external user presses the button corresponding to the operation requested.

The operation is carried out.

Note: enabling the OPA service does not prevent showing the caller identification (CLI) on the display of the called extensions.

Note: if the call is diverted to an extension which is busy, or not enabled to receive DISA calls, the call will be diverted to extensions enabled to answer calls over that line.

Note: if a password is required by the selected function, you will hear a beep.

Note: if you activate/deactivate a relay, you will receive a confirmation message and the menu will be reproduced.

Accessing control menu

As a factory setting, the control menu (menu n°10) is preset to activate the actuator relays, or to enable ambient listening through handsfree terminal or telephone system handsfree. The control menu can be accessed by dialling the appropriate code during the DISA message, or during the voicemail message.

Accessing control menu:

An external user is making a call from a multifrequency dialling telephone. DISA service, automatic operator or voicemail are enabled.

- Upon Europa GSM answer during the message, the external user dials the code * x...x, where x...x is the user password (factory setting 00000).
- The user listens to the control menu prompting message and presses the button corresponding to the desired action.

Ambient listening:

The user listens to the control menu prompting message, presses the button corresponding to the ambient listening and dials the two (or three) digits indicating the extension number. The telephone handsfree defined by the parameters, turns on allowing ambient listening for 1 minute.

- Dial:

*	to recall the control menu
41~46 o 48	to turn on the telephone handsfree of another extension or the handsfree terminal

The conversation time can be extended by entering any digit different from 4 and * (asterisk).

VOICEMAIL SERVICE

WARNING
Parametres of this service can be modified only via the remote programmer software.

This service allows an external caller to leave a vocal message.
In case of two successive calls, these are queued in order of time.
Voicemail service can be activated only on one extension at a time.
DEFAULT:
- ten 20-second mailboxes available;
- voicemail password: 00000;
- **Home 10** and **11** configurations: voicemail enabled on extension 41 in the ABSENT and RELAX profiles;
- **Office 20**, **21** and **22** configurations: voicemail not enabled.

Note: all extensions are enabled to use this service by default (see "Service activation" at page 59).

Note: during the voicemail message it is possible to access the control menu (see "Accessing control menu" at page132).

Voicemail activation

Allows assigning a voicemail to an extension and activating it.

Initial situation

Voicemail NOT assigned, no set password.

- Pick up the handset of the extension on which the voicemail is to be enabled.
- Dial the code 326.
- Insert:

0	voicemail activated only in PRESENT profile
1	voicemail activated only in ABSENT profile
2	voicemail activated only in RELAX profile
3	voicemail always activated
4	voicemail activated in the PRESENT and ABSENT profiles
5	voicemail activated in the PRESENT and RELAX profiles
6	voicemail activated in the ABSENT and RELAX profiles
7	voicemail not activated (the service remains assigned to the extension)

- Dial the desired password (max. 5 digits).
- Wait for the confirmation message and the confirmation tone and hang up.

Note: if the voicemail has already been assigned to another extension, it is necessary to disable it before assigning it to another extension.

Voicemail deactivation

Allows deactivating the voicemail, making it available for other extensions.

Stored messages will be deleted and the password will be cancelled.

Initial situation

Voicemail assigned to an extension.

- Pick up the handset of the extension on which the voicemail is to be disabled.
- Dial the code 326.
- Dial 9
- Dial the voicemail password.
- Wait for the confirmation message and the confirmation tone and hang up.

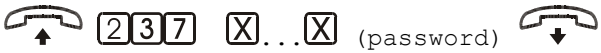
Clearing the voicemail from extension 41

Allows clearing the voicemail of an extension from extension 41.

Initial situation

Voicemail assigned to an extension which, for example, has forgotten the password.

Note: this operation also deletes any messag in the voicemail.



- Pick up the handset.
- Dial the code 237.
- Dial the user password (default 00000).
- Wait for the confirmation message and the confirmation tone and hang up.

Changing the password

Allows changing the voicemail password.

This programming can be made from an extension other than extension 41 only if the voicemail has been assigned to that extension.

DEFAULT: password 00000.

- Pick up the handset of the extension on which the voicemail is activated.
- Dial the code 327.

- Dial the old voicemail password.
- Dial # to confirm.
- Dial the new voicemail password.
- Dial # to confirm.
- Dial the new voicemail password.
- Dial # to confirm.
- Wait for the confirmation message and the confirmation tone and hang up.

Customising voicemail messages

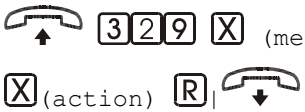
Allows you to customise voicemail messages.

DEFAULT:

- voicemail message (with mailboxes available): "We are currently not in the office; please leave a message after the beep";

- voicemail message (with no more mailboxes available): "We are currently not in the office; please try your call again";

- "playback completed" message: "All messages have been listened to".



- Pick up the handset of the extension on which the voicemail is activated.
- Dial the code 329.
- Select the message:

  1 voicemail message (with mailboxes available)
  2 voicemail message (with no more mailboxes available)
  3 "playback completed" message

- Dial the voicemail password.
- Dial:

  0 to record
  1 to listen

- Press R (flash) or hang up to conclude the operation.

Examples of voicemail operation

Initial situation

Voicemail enabled, no messages.

- The extension on which the voicemail is enabled rings upon an incoming external call.
- After 20 seconds the voicemail answers and the voicemail with available mailboxes message will be played: “We are currently out of the office; please leave a message after the beep”.
- The caller can leave a message of the duration set via the remote programmer software. Europa GSM will take into account the interruption of the conversation by the caller.

Initial situation

Voicemail enabled, there are messages to listen to.

- The extension on which the voicemail is enabled rings upon an incoming external call.
- After 10 seconds the voicemail answers and the voicemail with available mailboxes message will be played: “We are currently out of the office; please leave a message after the beep”.
- The caller can leave a message of the duration set via the remote programmer software. Europa GSM will take into account the interruption of the conversation by the caller.

Initial situation

Voicemail enabled, there are no more mailboxes available.

- The extension on which the voicemail is enabled rings upon an incoming external call.
- After 10 seconds the voicemail answers and the voicemail with no more available mailboxes message will be played: “we are currently not in the office; please try your call again”.
- The call is ended.

Signalling icons on ST 600 Personal Phones

Blow are the icons on the ST 600 Personal Phone of the extension to which the voicemail has been assigned:

Envelope Icon

- when it’s on, it indicates that there are unlistened messages in the voicemail;
- when it’s off, there are no unlistened messages in the voicemail.

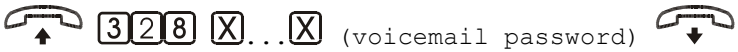
Tape Icon

- when it's on, the voicemail has been assigned to an extension and it is activated;
- when it's off, the voicemail has not been assigned to an extension, or it has been assigned, but it is not enabled in the current time band.

Listening to messages on the voicemail

Allows listening to messages left on the voicemail.
The messages will be played in order of arrival and separated by a beep. When all the messages have been listened to, the "playback completed" message will be played (e.g.: "All messages have been listened to"). If there are no messages, the "playback completed" message will be reproduced: "All messages have been listened to".

Listening to messages from the extension with voicemail



- Pick up the handset of the extension.
- Dial the code 328.
- Dial the voicemail password.
- Listen to the messages.
- Hang up.

Listening to messages from remote

- Call the telephone number on which the voicemail is enabled.
- Wait for the voicemail to answer.
- Dial # followed by the voicemail password, before the recording beep.
- Listen to the messages.

Deleting messages from the voicemail

While you are listening to messages, it is possible to switch from one message to another and to delete all the messages on the voicemail.

Initial situation

Voicemail message listening in progress.

- Dial:

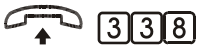
  1 to return to the first message

9 to skip to the next message
5 to delete all messages
0 to exit.

DOORPHONE CALLS

Outgoing doorphone call

Allows establishing a conversation with an external door station without receiving the doorphone call.



- Pick up the handset and dial the code 338.

Conversation starts.

Incoming doorphone call

Allows answering calls from the doorphone.

Initial situation 1

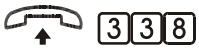
Extension programmed to receive doorphone calls.

- The telephone rings
- Pick up the handset.

Conversation starts.

Initial situation 2

The extension cannot receive doorphone calls, but can establish a conversation with the doorphone. Another extension rings.

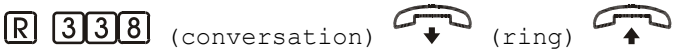


- Pick up the handset and dial the code 338.

Conversation starts.

Initial situation 3

You are engaged in a conversation; another extension rings or you hear the call waiting tone.



- Press R to put the conversation in progress on hold.
- Dial the code 338.

Conversation with doorphone station starts.

- Hang up to end the conversation with the doorphone.

The telephone rings (return call).

- Pick up the handset to retrieve the conversation previously put on hold.

Note: the duration of a doorphone call is 25 seconds starting from the moment when the call button is pressed.

DOOR OPENING COMMANDS

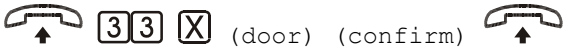
Europa GSM is provided with 5 actuator relays. In presence of a traditional doorphone board, relays 4 and 5 will automatically assume the door opener function, Door 1 and Door 2, respectively.

Manual door opening

This function allows activating the door opening contacts separately with different codes.

Initial situation 1

Extension in idle state.



- Pick up the handset and dial the code 33.
- Select the number of the desired door:

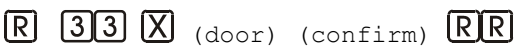
  5 Door 1
  6 Door 2

If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

- Hang up.

Initial situation 2

Extension engaged in a conversation over an internal or external line.



Or:

R 3 3 X (confirm) (ring)

- Press R to put the conversation in progress on hold.
- Dial the code 33.
- Select the number of the desired door:

  5 Door1
  6 Door2

If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

- Press R twice or hang up to resume the conversation.

Automatic door opening

This function allows enabling to open the door corresponding to the calling doorphone station.

Initial situation:

You wish to open the door after answering a doorphone call.

R 3 3 7 (confirm)

- Press R to put the conversation in progress on hold.
- Dial the code 337.

If the operation has been carried out correctly, you will receive a message that the service is enabled, and you will hear the confirmation tone.

- Hang up.

ACTUATOR RELAYS

Allows controlling (locally or from remote) the actuator relays.

Europa GSM is provided with 5 actuator relays. In presence of a traditional doorphone board, relays 4 and 5 will automatically assume the door-opener function. In any case, they can be also used as actuators, by dialling the corresponding code.

Local activation

37 X (relay number) X (option) [X...X] (password) (confirm)

- Pick up the handset and dial the code 37.
- Dial the number of the desired relay (1~5).
- Dial:

  0 to turn the relay OFF (open contact)
  1 to turn the relay ON (close contact)
  2 to request an IMPULSE (relay on for a programmed amount of time)
- Dial the password if required by the relay configuration.
- Wait for the confirmation tone and hang up.

Note: turning the relay on/off, you will hear an error tone if the operation cannot be performed.

Note: as a factory setting, the impulse lasts about 1 second. However, this duration can be changed with the remote programmer software.

Activating a relay for a desired amount of time

Allows specifying, for every request, the contact closure duration.

37 X (relay number) 3 XXX(seconds) [X ...X] (password) (confirm)

- Pick up the handset and dial the code 37.
- Dial the number of the desired relay (1~5).
- Dial 3.
- Dial the duration in seconds of the relay activation (001~999).
- Dial the password if required by the relay configuration.
- Wait for the confirmation tone and hang up.

Remote activation

Please refer to the paragraph “Accessing control menu” at page 132.

ACTION SEQUENCES

The activation of an alarm input, the expiration of a timer, the occurrence of a system event or of an extension alarm event, can initiate an action or a sequence of actions.
8 different action sequences can be defined through the remote programmer software. Each sequence can be made up of a minimum of 1 and a maximum of 8 actions among the following:
- using a relay (on, off, impulse)
- sending an SMS
- waiting for a set amount of time before performing the next action
- internal call (see paragraph "Dialling function")
- external call (see paragraph "Dialling function")
- switching to another action sequence
- repeating the sequence in progress.

DEFAULT: Europa GSM is provided with 4 pre-programmed sequences.
- sequence 1:
  - action 1: calling the number stored in position 97 of the phonebook;
  - action 2: calling the number stored in position 98 of the phonebook;
  - action 3: calling the number stored in position 99 of the phonebook;
  - action 4: calling the number stored in position 100 of the phonebook;
  - action 5: repeating the sequence 3 times, starting from action 1;
- sequence 2:
  - action 1: SMS sent to the number stored in position 97 of the phonebook;
  - action 2: SMS sent to the number stored in position 98 of the phonebook;
- sequence 3: not programmed;
- sequence 4: not programmed;
- sequence 5: not programmed;
- sequence 6: not programmed;
- sequence 7:
  - action 1: relay 4 activated for 1 second;
- sequence 8:
  - action 1: relay 5 activated for 1 second.

WARNING
During the programming mode the activation of an alarm input, the expiration of a timer etc.. don't initiate an action or a sequence of actions.

Digital inputs

Europa GSM is provided with 4 digital inputs (All 1 ~ All 4) which can be programmed as normally closed or normally open.
When ignition conditions occur (opening or closing the contact) Europa GSM will perform the associated action sequence, or it will recall a profile. The configuration of the digital inputs and of the actions following an alarm must be made via the remote programmer software.

Note: recalling a profile by closing or opening an alarm input, requires the "automatic mode" set during the "Recalling a profile" programming.

DEFAULT:
- All 1 input: upon closure of the contact sequence 1 is initiated;
- All 2 input: upon closure of the contact sequence 2 is initiated;
- All 3 input: not programmed;
- All 4 input: upon closure of the contact the ABSENT profile is recalled.

Timer

Europa GSM is provided with 8 programmable time events. When the set date and time come, the action sequence is initiated.
Action sequences must be assigned to time events via remote programmer software.

DEFAULT: no set timer.

System events

Europa GSM is provided with 3 system events: absence of electric power supply, restoration of electric power supply and discharged battery.
When these events occur, an action sequence is initiated.
Action sequences must be assigned to system events via remote programmer software.

DEFAULT:

- absence of electric power supply: if electric power supply is absent for more than 4 minutes, sequence 2 is initiated;
- restoration of electric power supply: upon restoration of the electric power supply for more than 4 minutes, sequence 2 is initiated;
- discharged battery: 4 minutes after this event has occurred, sequence 2 is initiated.

Note: the "discharged battery" alarm must be disabled if external batteries are used.

Extension alarm events

Europa GSM is provided with 2 alarm events that can originate from each extension: alarm button (only with ST 350 telephones) and no dial.
When these events occur, an action sequence is initiated.
Action sequences must be assigned to alarm events via the remote programmer software.

DEFAULT:

- alarm button: sequence 1 is initiated by pressing the alarm button on ST 350 telephones;
- no dial: if you pick up the receiver, but do not dial a number within the inter-digit time (10 seconds), sequence 1 will be initiated.

DIALLING FUNCTION

The dialling function is activated by the "internal call" or the "external call" actions in an action sequence.

Functioning – external call

The occurrence of an event has determined the initiation of an action sequence.
The action in progress is an external call.

- Answering the incoming call.

You will hear the message "Help request".
It is possible to access the handsfree terminal, or one of the system telephone terminals:

- Dial the two (or three) digits indicating the number of the extension or of the handsfree to be accessed (the first digit must be a 4).

You will hear what is happening in the room and you can speak with a person in that room.

If the selected extension is not provided with a system telephone, you will hear a series of error tones and the message: "Help request" again.

You can hear the alarm message at any time pressing #.

The handsfree of another extension can be accessed at any time:

- Dial the two (or three) digits indicating the number of the extension or of the handsfree to be accessed.

In order to extend the conversation time:

- Enter any digit different froma 4 and * (asterisk).

In order to end the alarm sequence:

- Press * (asterisk).
- Dial the user password (max. 5 digits).

If the conversation has ended but the alarm hasn't, the action sequence will continue.

Note: contemporaneous alarms can be managed at the same time. In the event both sequences present the same action at the same time, one will be performed, while the other will be queued.

Functioning – internal call

The occurrence of an event has determined the initiation of an action sequence. The action in progress is an internal call.

- Answering the incoming call.

You will hear the message "Help request".The handsfree terminal automatically turns on allowing ambient listening of the room.

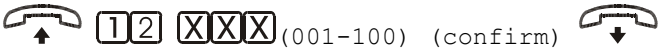
In order to end the alarm sequence:

- Press * (asterisk).
- Dial the user password (max. 5 digits).

If the conversation has ended but the alarm hasn't, the action sequence will continue.

Note: contemporaneous alarms can be managed at the same time. In the event both sequences present the same action at the same time, one will be performed, while the other will be queued.

Calling a stored number



- Pick up the handset and dial the code 12.
- Dial the position in the phonebook in which the number to be called is stored.

If the line of the called user is free, you will hear the call tone. If not, you will hear the engagement tone. Conversation starts when the called person picks up the handset.

Note: if the call is over a GSM line, once the number to call has been dialled, you can press # (replacing the "ENTER" button of cell phones) to send the call immediately, or you can wait for the call to be automatically forwarded as soon as the inter-digit time has expired (10 seconds).

Note: if the LCR system bypass mode to dial stored numbers is enabled on the extension originating the call, you can make calls even in the absence of the necessary privileges.

Note: if there is no number entered in the directory position, you will hear a dissuasion tone.

SUMMARY TABLES

TONES

Dialling tone

Indicates that Europa GSM is ready for dialling.

Dialling tone with LCR enabled

Indicates that Europa GSM is ready for dialling and that LCR is enabled.

Call control tone

Indicates that the call signal (ring) is sent to the selected internal line.

Engagement tone

Indicates that the internal/external line is engaged.

Dissuasion/Congestion tone

Indicates that: there has been a delay in dialling – no connections are available – the interlocutor has hung up – the service or the programming requested is not permitted.

Confirmation tone

Indicates that the required programmings or services have been accepted.

External call waiting tone

Indicates an incoming external call during a conversation in progress.

Doorphone waiting tone

Indicates an incoming doorphone call during a conversation in progress.

Hold

Indicates that the call has been put on hold.

Conference

Indicates that the extensions are connected to a conference call.

Alarm clock

Indicates that the alarm clock is going off during a conversation in progress.

Alarm

Indicates an incoming alarm call during a conversation in progress.

CALL SIGNALS (RINGS)

Internal call

Indicates an incoming call from another extension.

Return call

Indicates that the call previously put on hold, is resumed by the extension.

External call

Indicates an incoming call over the external line.

Doorphone call

Indicates an incoming doorphone call.

Alarm clock call

Indicates an alarm clock call in progress.

Alarm call

Indicates an incoming alarm call.

TIMEOUT

Name	Value (in seconds)	Timing description
T1	20	Time-out for the first digit on external dialling: when expired, the extension receives a dissuasion/congestion tone.
T2	10	Inter-digit time on external dialling: when expired, Europa GSM will consider the numbers as post-dialling suffixes.
T3	50	Time-out for return call.
T4	50	Time-out for the call to an extension for automatic call transfer.
T5	50	Duration of the call waiting tone to the engaged extension for automatic call transfer.
T6	90	Maximum parking time.
T7	20	Maximum call time for booked extension.

NUMBERING PLAN

The switchboard provides for the use of the following numbering plan:

First digit

1	-
2	Access to programming
3	Access to services
4	Calls to extensions, handsfree terminal or call groups
5	Call pick up
6	-
7	-
8	Manual engagement of the external line
9	-
0	Automatic engagement of the external line

Suffixes

2	Hold, call back for decadic telephones
R	Hold, call back (flash) for multifrequency telephones
R 7	Conference
R 0	Alternated call back

TECHNICAL SPECIFICATIONS

System capacity

Analogue external lines	1
GSM lines	1
External conversations at the same time	2
Local conversations at the same time	2
Total conversations at the same time	4 (2 internal + 2 external)
Number dialling capability	1
Telephone sets	6
System telephones	up to 6
Fixed-line emergency telephone	N°. 41
GSM line emergency telephone (with operating batteries)	N°. 42

Power supply

Power used	30 W
Mains voltage	230V +6% -10%
Emergency batteries	2 rechargeable 7.2 V NiMH
Battery duration in stand by	5 hours
Battery duration during conversation	30 minutes
Emergency external power supply	12 V, 500 mA

Signalling system

Impulse ratio	60/40 +/- 10%
Impulse frequency	10Hz +/- 10%
Decadic or DTMF dialling over extensions and external lines	
Tone generator	425 Hz +/- 25 Hz
Tone generator	350 Hz +/- 15 Hz
DTMF receiver/generator	
FSK Modem	

Other features

Phonebook	100 numbers
Buffer	for 80 calls
System clock	
Optional doorphone board for connecting traditional doorphones	(4+1)
. ringer inputs	2
. speech input	1
Programmable relays	5
. relays n° 1, 2, 3	up to 800mA absorption at 24V
. relays n° 4, 5	up to 10A absorption at 24V
Configurable digital outputs	4
Tamper	
External amplifier connection	
External music source connection	
GSM antenna with extension	
Batteries for emergency operation	
Local programming via telephone or USB port (software provided)	
Remote programming via remote programmer device or via SMS	

Lines

User line resistance	max 200 ohm
Type of cable: two-pair	

Transmission equivalent:

internal-external:	from 300 Hz to 3400 Hz 1,4 dB
internal - internal:	from 300 Hz to 3400 Hz 1,4 dB

Dimensions

Antenna excluded	230 x 210 x 65 mm
Antenna included	230 x 290 x 65 mm
Weight	1150 g

Safety system

EEPROM memory for data protection in the event of power cut
Watch-dog system

Cooling by natural convection

CE CONFORMITY DECLARATION

Esse-ti s.r.l., with registered seat in Zona Ind. Squartabue, I-62019 Recanati (Macerata), Italy, hereby declares that this device complies with the following standards:

- EN 55022 (1998) +A1 (2000) + A2 (2003) (Electromagnetic compatibility)
- EN 55024 (1998) + A1 (2001) + A2 (2003) (Electromagnetic compatibility)
- EN 301 489-7 V1.3.1 (2005-11) (Electromagnetic compatibility)
- EN 301 489-1 V1.7.1 (2007-04) (Electromagnetic compatibility)
- EN 301 511 V9.0.2 (2003-03) (Radiofrequency spectrum)
- EN41003, EN60950 (Electric safety)

Furthermore, this device meets the requirements of the 1999/5/CE Directive, issued by the European Parliament and by the Council on the 9th of March 1999, regarding radio sets, telecommunication terminals and the mutual acknowledgement of their conformity.

Compliance with the above mentioned requirements is certified by the CE mark.

DESIGNED USE OF THE DEVICE.

This device has been designed to be used in connection with PSTN and GSM.

EUROPA GSM
21/11/2012 edition